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**Ticket: # 983527 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:19:23 PM

**City/State/Zip:** Oceanside, California 92054

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983530 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:19:45 PM

**City/State/Zip:** Austin, Texas 78726

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983531 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:19:47 PM

**City/State/Zip:** Washington, District Of Columbia 20002

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983532 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:20:11 PM

**City/State/Zip:** Grass Valley, California 95945

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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[Ticket: # 983533 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:20:31 PM

**City/State/Zip:** Reedley, California 93654

**Company Complaining About:** T Mobile

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## Description

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983534 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:20:32 PM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983535 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:20:34 PM

**City/State/Zip:** New Orleans, Louisiana 70118

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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(b) (6)

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**Ticket: # 983539 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:20:52 PM

**City/State/Zip:** Evans, Colorado 80620

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983540 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:20:52 PM

**City/State/Zip:** South Charleston, West Virginia 25309

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983544 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:21:34 PM

**City/State/Zip:** Villa Park, Illinois 60181

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983545 - XXXX XX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:21:35 PM

**City/State/Zip:** Gresham, Oregon 97080

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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(b) (6)

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**Ticket: # 983546 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:21:40 PM

**City/State/Zip:** Kansas City, Missouri 64108

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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[Ticket: # 983547 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:21:46 PM

**City/State/Zip:** Hilo, Hawaii 96720

**Company Complaining About:** Verizon

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## Description

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983551 - X XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:22:44 PM

**City/State/Zip:** Miami, Florida 33131

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983554 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:22:55 PM

**City/State/Zip:** Antioch, California 94509

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983555 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:23:01 PM

**City/State/Zip:** Newmarket, New Hampshire 03857

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983557 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:23:30 PM

**City/State/Zip:** San Francisco, California 94115

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983559 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:23:53 PM

**City/State/Zip:** Kansas City, Missouri 64108

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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[Ticket: # 983560 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:24:00 PM

**City/State/Zip:** Villa Park, Illinois 60181

**Company Complaining About:** Comcast

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## Description

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

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

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

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

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

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

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

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

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

(b) (6)

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[Ticket: # 983561 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:24:20 PM

**City/State/Zip:** Saline, Michigan 48176

**Company Complaining About:** Comcast

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## Description

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983574 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:25:18 PM

**City/State/Zip:** San Diego, California 92102

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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[Ticket: # 983563 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:24:26 PM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** T Mobile

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## Description

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983565 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:24:32 PM

**City/State/Zip:** Ellensburg, Washington 98926

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983566 - XXXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:24:51 PM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983567 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:24:51 PM

**City/State/Zip:** Muskegon, Michigan 49441

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983568 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:24:55 PM

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

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983572 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:25:10 PM

**City/State/Zip:** Muskegon, Michigan 49441

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983573 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:25:17 PM

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

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983589 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:26:28 PM

**City/State/Zip:** Lafayette, California 94549

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983578 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:25:37 PM

**City/State/Zip:** Decatur, Illinois 62521

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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[Ticket: # 983579 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:25:39 PM

**City/State/Zip:** Miamisburg, Ohio 45342

**Company Complaining About:** Comcast

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## Description

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983582 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:25:46 PM

**City/State/Zip:** West Bloomfield, Michigan 48324

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983586 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:26:07 PM

**City/State/Zip:** Sheffield, Alabama 35660

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6) [REDACTED]

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**Ticket: # 983587 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:26:09 PM

**City/State/Zip:** Lancaster, California 93535

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983590 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:26:49 PM

**City/State/Zip:** Southington, Connecticut 06489

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983591 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:26:50 PM

**City/State/Zip:** Pensacola, Florida 32506

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983592 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:27:08 PM

**City/State/Zip:** Los Gatos, California 95030

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983594 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:27:24 PM

**City/State/Zip:** Des Moines, Iowa 50317

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983595 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:27:24 PM

**City/State/Zip:** Williams, Oregon 97544

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983596 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:27:35 PM

**City/State/Zip:** Pensacola, Florida 32506

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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[Ticket: # 983597 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:27:37 PM

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

**Company Complaining About:** Comcast

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## Description

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983598 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:27:42 PM

**City/State/Zip:** Fort Wayne, Indiana 46805

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983601 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:28:32 PM

**City/State/Zip:** Fort Worth, Texas 76110

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate. For some reason, you are acting helpless, like a toothless old lion. What is your problem? You know what is at stake. No less than free speech is at stake and the opportunity to engage with whoever you want, not

whoever the corporate slaveholders want. It is about freedom ultimately. You must not allow multi-national corporations to control the public conversation. Have we not been fighting oppression for all of human history? Get up off your you-know-what and protect us. That is your mission and I am tired of excuses.

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

(b) (6)

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**Ticket: # 983602 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:28:35 PM

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

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983603 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:28:39 PM

**City/State/Zip:** Croton On Hudson, New York 10520

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983605 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:28:45 PM

**City/State/Zip:** Front Royal, Virginia 22630

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983606 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:28:49 PM

**City/State/Zip:** Brooklyn, New York 11249

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983607 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:28:49 PM

**City/State/Zip:** Flagstaff, Arizona 86001

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983608 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:29:09 PM

**City/State/Zip:** Fairfield, California 94534

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983609 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:29:11 PM

**City/State/Zip:** Bloomington, Indiana 47403

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983613 - XXXXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:29:33 PM

**City/State/Zip:** Carmichael, California 95608

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983616 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:29:48 PM

**City/State/Zip:** Oakland, California 94607

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983626 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:30:20 PM

**City/State/Zip:** Baltimore, Maryland 21217

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983619 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:29:52 PM

**City/State/Zip:** Upland, California 91784

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983620 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:29:53 PM

**City/State/Zip:** Washington, District Of Columbia 20010

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983621 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:29:58 PM

**City/State/Zip:** Lafayette, California 94549

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6) [REDACTED]

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**Ticket: # 983624 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:30:11 PM

**City/State/Zip:** Shoreline, Washington 98177

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983632 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:31:02 PM

**City/State/Zip:** Adairsville, Georgia 30103

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6) [REDACTED]

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**Ticket: # 983627 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:30:28 PM

**City/State/Zip:** Cedar Rapids, Iowa 52402

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983629 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:30:49 PM

**City/State/Zip:** Laurel, Maryland 20708

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983630 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:30:55 PM

**City/State/Zip:** Cottage Grove, Minnesota 55016

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

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**Ticket: # 983643 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:32:15 PM

**City/State/Zip:** Atlanta, Georgia 30350

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

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[Ticket: # 983633 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:31:03 PM

**City/State/Zip:** San Diego, California 92126

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983635 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:31:07 PM

**City/State/Zip:** Mahomet, Illinois 61853

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983636 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:31:13 PM

**City/State/Zip:** Cottage Grove, Minnesota 55016

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983638 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:31:35 PM

**City/State/Zip:** Clarkdale, Arizona 86324

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 1586084 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:33:06 PM

**City/State/Zip:** Carmel, Indiana 46032

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

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983639 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:31:38 PM

**City/State/Zip:** Birmingham, Alabama 35213

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983641 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:31:51 PM

**City/State/Zip:** Plantation, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983642 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:31:56 PM

**City/State/Zip:** Gaithersburg, Maryland 20877

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983646 - XX X's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:32:47 PM

**City/State/Zip:** Fitchburg, Wisconsin 53711

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983663 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:34:15 PM

**City/State/Zip:** Minneapolis, Minnesota 55405

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983652 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:33:11 PM

**City/State/Zip:** San Jose, California 95124

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

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**Ticket: # 983654 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:33:21 PM

**City/State/Zip:** Fort Lauderdale, Florida 33334

**Company Complaining About:** T Mobile

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## **Description**

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

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

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

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

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

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

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

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

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**Ticket: # 983669 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:34:33 PM

**City/State/Zip:** Lacey, Washington 98503

**Company Complaining About:** Comcast

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## **Description**

The FCC must be ACCOUNTABLE TO REAL PEOPLE -- NOT SUBSERVIENT TO CORPORATIONS.

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

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

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

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

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

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

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

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

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

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**Ticket: # 983660 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:34:00 PM

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

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

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**Ticket: # 983664 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:34:17 PM

**City/State/Zip:** Madison, Wisconsin 53704

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983665 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:34:20 PM

**City/State/Zip:** Edgewater, New Jersey 07020

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983667 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:34:25 PM

**City/State/Zip:** College Park, Maryland 20740

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983668 - XXXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:34:27 PM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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[Ticket: # 983670 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:34:36 PM

**City/State/Zip:** Vernon, New Jersey 07462

**Company Complaining About:** Verizon

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## Description

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983674 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:34:54 PM

**City/State/Zip:** Blue Island, Illinois 60406

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983675 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:35:45 PM

**City/State/Zip:** Fair Oaks, California 95628

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983676 - XXXXXXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:36:12 PM

**City/State/Zip:** Buffalo, New York 14223

**Company Complaining About:** Verizon

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983677 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:36:24 PM

**City/State/Zip:** Edinburg, Texas 78541

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983678 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:36:33 PM

**City/State/Zip:** Bainbridge Island, Washington 98110

**Company Complaining About:** Comcast

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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[Ticket: # 983679 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:36:43 PM

**City/State/Zip:** Roswell, Georgia 30075

**Company Complaining About:** Comcast

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## Description

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983680 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:36:57 PM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** T Mobile

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## **Description**

I wrote and asked the FCC last year to protect the open Internet by passing strong Net Neutrality rules. I suppose it should be expected that the same cable and phone companies that fought so hard to destroy Net Neutrality are back at it, creating harmful new schemes that pose a serious threat to the open Internet.

As previously stated, I continue to expect the FCC to enforce Net Neutrality rules--regardless of the big corporations' attempts to dominate the internet and drive lesser competitors out of business. This is the FCC's job!

T-Mobile is breaking the rules, and the FCC has it in its power to police and stop T-Mobile's (and other phone and cable company's) from doing so. Most importantly, the FCC's decision SHOULD NOT BE MADE BEHIND CLOSED DOORS. The FCC should have an open, public process to decide where and how to enforce these rules.

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

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

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. And really, it needs to be done TRANSPARENTLY if the public is to have any confidence in how these decisions are arrived at in the first place. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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

(b) (6)

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**Ticket: # 983681 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:37:00 PM

**City/State/Zip:** De Soto, Missouri 63020

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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**Ticket: # 983682 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:37:08 PM

**City/State/Zip:** Bainbridge Island, Washington 98110

**Company Complaining About:** AT&T

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## **Description**

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

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

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

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

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

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

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

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

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

(b) (6)

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[Ticket: # 983683 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:37:09 PM

**City/State/Zip:** Throop, Pennsylvania 18512

**Company Complaining About:** Verizon

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## Description

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

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

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

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

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

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

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

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

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983684 - XX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:37:23 PM

**City/State/Zip:** Saint Petersburg, Florida 33701

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983686 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:37:29 PM

**City/State/Zip:** Rochester, Michigan 48306

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983695 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:38:20 PM

**City/State/Zip:** Santa Rosa, California 95406

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983692 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:38:12 PM

**City/State/Zip:** Alliance, Ohio 44601

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983759 - XXXXX X's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:48:27 PM

**City/State/Zip:** West Des Moines, Iowa 50266

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983696 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:38:30 PM

**City/State/Zip:** Parkville, Maryland 21234

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983703 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:38:57 PM

**City/State/Zip:** Saint Paul, Minnesota 55122

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983705 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:39:26 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17110

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983706 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:39:45 PM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983709 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:40:35 PM

**City/State/Zip:** Westlake Village, California 91361

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983710 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:41:23 PM

**City/State/Zip:** Phoenix, Arizona 85021

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983712 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:41:44 PM

**City/State/Zip:** Pasadena, California 91101

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983714 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:41:52 PM

**City/State/Zip:** Telford, Pennsylvania 18969

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983717 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:42:21 PM

**City/State/Zip:** Houston, Texas 77032

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983720 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:42:53 PM

**City/State/Zip:** Barnegat Light, New Jersey 08006

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983723 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:43:04 PM

**City/State/Zip:** Tucson, Arizona 85718

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983729 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:43:38 PM

**City/State/Zip:** San Francisco, California 94115

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 983740 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:45:10 PM

**City/State/Zip:** Hull, Massachusetts 02045

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983736 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:44:54 PM

**City/State/Zip:** Rochester, New York 14625

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 983738 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:44:55 PM

**City/State/Zip:** Lanesville, Indiana 47136

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983739 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:45:07 PM

**City/State/Zip:** Madera, California 93637

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I have had chornic problems with Comcast billing incorrectly. They have forced me to use THEIR wifi rather than my router (which worked better) and now I am chronically unable to use my laptop

without interruption and slowness. Using Netflix, Hulu, or Amazon Prime is chronically interrupted. I have had to spend useless LONG hours on the phone with inferior lower level tech support until I am finally handed over to an upper level tech support that will actually fix the problem. It has been happening for four months -- after 4 years of issues with comcast. It's exhausting.

(b) (6)

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**Ticket: # 983742 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:45:22 PM

**City/State/Zip:** Brooks, Maine 04921

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983744 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:46:09 PM

**City/State/Zip:** Las Vegas, Nevada 89103

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983745 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:46:23 PM

**City/State/Zip:** Homestead, Pennsylvania 15120

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983748 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:46:46 PM

**City/State/Zip:** Springfield, Massachusetts 01109

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983750 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:46:57 PM

**City/State/Zip:** Goleta, California 93117

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983751 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:46:59 PM

**City/State/Zip:** Port Saint Lucie, Florida 34953

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983752 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:47:01 PM

**City/State/Zip:** Portland, Oregon 97230

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983753 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:47:04 PM

**City/State/Zip:** Albuquerque, New Mexico 87112

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983755 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:47:19 PM

**City/State/Zip:** Los Angeles, California 90066

**Company Complaining About:** Comcast

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## **Description**

Data caps to punish YouTube and Netflix viewers? Not cool. YouTube is my life, so I'm not about to let it go anytime soon.

(b) (6)

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**Ticket: # 983756 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:47:28 PM

**City/State/Zip:** Fairfax, Virginia 22032

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Your organization is shady and corrupt.

(b) (6)

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**Ticket: # 983761 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:48:35 PM

**City/State/Zip:** Ashland, Oregon 97520

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983763 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:49:02 PM

**City/State/Zip:** Chicago, Illinois 60636

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983765 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:49:03 PM

**City/State/Zip:** Jamison, Pennsylvania 18929

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983769 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:50:10 PM

**City/State/Zip:** Santa Cruz, California 95062

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T, Verizon and Comcast are breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T, Verizon and Comcast customer, I don't want AT&T and the others to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T and others for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove that AT&T, Verizon and Comcast is doing everything they can to get around the FCC's net neutrality rules. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 983776 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:51:12 PM

**City/State/Zip:** Clovis, California 93611

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983780 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:51:41 PM

**City/State/Zip:** Long Beach, California 90808

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it.

Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy.

I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via e-mail.

(b) (6)

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**Ticket: # 983781 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:51:53 PM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983783 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:52:09 PM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983786 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:52:39 PM

**City/State/Zip:** Chesterfield, Virginia 23832

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983790 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:53:45 PM

**City/State/Zip:** Oak Harbor, Washington 98278

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 983792 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:54:08 PM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983798 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:54:49 PM

**City/State/Zip:** North Garden, Virginia 22959

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983799 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:54:57 PM

**City/State/Zip:** Long Beach, California 90808

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it.

Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy.

I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via e-mail.

(b) (6)

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**Ticket: # 983800 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:55:02 PM

**City/State/Zip:** San Francisco, California 94127

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983802 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:55:15 PM

**City/State/Zip:** Palm City, Florida 34990

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 983808 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:56:01 PM

**City/State/Zip:** Ladera Ranch, California 92694

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983810 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:56:08 PM

**City/State/Zip:** Portland, Oregon 97230

**Company Complaining About:** Comcast

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## **Description**

Hi there. I'm adding my note at the top, hoping someone reads it.

I'm a solo parent who lives in subsidized housing after 18 months of chronic homelessness. Comcast is the only internet provider available for my building. This month, which happens to include my birthday and mother's day, my internet now costs me more than I pay to rent the roof over my head for my son and I.

For an internet connection and phone, I was charged 114 something this month. It gave me a panic attack and I broke down crying because this is the only way I have to communicate with people.

That isn't a lot to other people, but this entire scenario is FUBAR. I wouldn't have a problem paying up to 90. That to some degree makes sense to me, as astronomical as it is. But I can't keep doing this, and I don't know what else TO do.

I've been having a lot of lag/connectivity issues. I've been payign every month for a modem since I got the service 4 years ago. Now it's 10\$ a month. That's a lot of money. Now on to your regularly scheduled copy-paste.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps

while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially “cord-cutting” by users who’d rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast’s traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we’ve always known: Comcast hates the FCC’s Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It’s the FCC’s job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC’s power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I’m providing the number of an advocacy group. If you’d like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983816 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:57:55 PM

**City/State/Zip:** Indianapolis, Indiana 46278

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983818 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:58:08 PM

**City/State/Zip:** Bloomington, Indiana 47401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983819 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:58:14 PM

**City/State/Zip:** Astoria, New York 11103

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983822 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 3:58:52 PM

**City/State/Zip:** Indianapolis, Indiana 46278

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 983827 - XXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 3:59:11 PM

**City/State/Zip:** Clearwater, Florida 33764

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983830 - XX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:00:22 PM

**City/State/Zip:** Morrisville, Vermont 05661

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983831 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:00:28 PM

**City/State/Zip:** Chesapeake, Virginia 23325

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983834 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:00:47 PM

**City/State/Zip:** Pompano Beach, Florida 33060

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983836 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:01:18 PM

**City/State/Zip:** Haiku, Hawaii 96708

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983837 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:01:27 PM

**City/State/Zip:** Bay Shore, New York 11706

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small redservices by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983840 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:02:06 PM

**City/State/Zip:** New York, New York 10019

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983842 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:02:17 PM

**City/State/Zip:** Cambridge, Massachusetts 02140

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 983843 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:02:22 PM

**City/State/Zip:** Fayetteville, Arkansas 72702

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983904 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:15:29 PM

**City/State/Zip:** Langley, Washington 98260

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983845 - XXXXXXX X's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:02:41 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15211

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 983846 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:02:49 PM

**City/State/Zip:** Bay Shore, New York 11706

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 983847 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:02:57 PM

**City/State/Zip:** Madison, Wisconsin 53705

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 983848 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:03:24 PM

**City/State/Zip:** Jamaica, New York 11433

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 983852 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:04:12 PM

**City/State/Zip:** Elkins Park, Pennsylvania 19027

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 983926 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:18:47 PM

**City/State/Zip:** Waianae, Hawaii 96792

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 983856 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:04:28 PM

**City/State/Zip:** Los Angeles, California 90039

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983859 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:05:09 PM

**City/State/Zip:** Appleton, Wisconsin 54915

**Company Complaining About:** AT&T

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## **Description**

Zero rating is pernicious and should be completely banned from the internet. It is a clear violation of the intent of net neutrality. These companies need to be brought to heel and taught that they are nothing more than dumb pipes and should never be allowed to be anything else.

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Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983860 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:05:10 PM

**City/State/Zip:** Warrensburg, Missouri 64093

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983927 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:18:49 PM

**City/State/Zip:** Covington, Tennessee 38019

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 983869 - XXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:06:21 PM

**City/State/Zip:** Beaverton, Oregon 97007

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983876 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:09:06 PM

**City/State/Zip:** Lodi, New Jersey 07644

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983878 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:09:44 PM

**City/State/Zip:** Dimondale, Michigan 48821

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 983884 - Internet Bandwidth Caps**

**Date:** 5/17/2016 4:11:00 PM

**City/State/Zip:** Stillwater, Oklahoma 74075

**Company Complaining About:** Sudden Link

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## **Description**

I filed a complaint a year ago about the exact same issue. Suddenlink sends me messages warning me I'm about to reach a cap they arbitrarily imposed, and hit me up for money.

Here is a message I received today:

"Dear valued customer,

Your Internet account recently exceeded 80% of the monthly data plan included with your current service. As demand for Internet content continues to grow, it may be time to update your plan"

They then give me options to pay for more data. It's problematic for a variety of reasons. First, I cancelled Suddenlink's cable television because they did not have the channels I wanted. I also found that streaming other content through the internet was better than paying for awful channel packages I did not want and that cost more money.

Then Suddenlink began sending me these warnings. It's clearly anti-competitive. I had no warnings when I was a cable television subscriber and bundled cable television and internet together, and was paying a ransom for their channels. Now suddenly they are concerned with my internet usage.

I recently had Suddenlink come out to my house because my internet was not working, and their technicians admitted fault by leaving the wrong equipment on the line. Yet within thirty days my internet usage is so high it's about to reach a cap? I find that very dubious indeed.

To make matters worse, when I signed up for internet with Suddenlink it was unlimited. Now they've capped it, and to add insult, have offered a costlier "unlimited" package. It's clearly extortion, predicated upon wanting customers to pay more for either their cable television packages or not stream television via internet.

When I filed a complaint last year, Suddenlink promised to respond to my claim within ten days, and never did so. They merely sent me a letter saying they received an FCC complain and would reply in due time. They never did. Now they're back to their same tactics. After I filed my complaint with you, they did not send me another notice or letter about my data cap usage. I find that very troubling.

It's become quite clear to me that they're engaging in anti-competitive practices, and that so-called data caps are nothing more than window dressing to gouge customers who do not purchase cable television packages any more.

I call upon you to protect the consumer from these shady business dealings in the same manner in which you protected consumers from predatory practices regarding Net Neutrality. These are some of the most profitable businesses in the community, and they exist in many circumstances without a

clear competitor in the area. They have true monopoly power when it comes to dealing with customers.

By having data caps set at arbitrary limits, ISPs are just using pretend concerns regarding bandwidth to engage in Net Neutrality through other means.

Thank you.

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**Ticket: # 983890 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:12:51 PM

**City/State/Zip:** Boynton Beach, Florida 33437

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983891 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:13:06 PM

**City/State/Zip:** Portola Valley, California 94028

**Company Complaining About:** Verizon

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## **Description**

Net neutrality is an important form of freedom of speech. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 983923 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:18:13 PM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983907 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:16:01 PM

**City/State/Zip:** West Chicago, Illinois 60185

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 983895 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:13:51 PM

**City/State/Zip:** North Hollywood, California 91605

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983897 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:14:09 PM

**City/State/Zip:** Placerville, California 95667

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983898 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:14:16 PM

**City/State/Zip:** North Hollywood, California 91605

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983909 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:16:21 PM

**City/State/Zip:** West Chicago, Illinois 60185

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 983910 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:16:25 PM

**City/State/Zip:** Vineyard Haven, Massachusetts 02568

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

This is antithetical to the function of the internet as an open means of communication, the 21st century public forum.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

These practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 983924 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:18:14 PM

**City/State/Zip:** Eaton, New York 13334

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 983935 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:20:53 PM

**City/State/Zip:** Mckinney, Texas 75071

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 983943 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:21:54 PM

**City/State/Zip:** Dexter, Oregon 97431

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 983919 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:17:34 PM

**City/State/Zip:** Katy, Texas 77450

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 983920 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:17:48 PM

**City/State/Zip:** Sunnyvale, California 94087

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 983929 - XXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:19:11 PM

**City/State/Zip:** Surprise, Arizona 85388

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 983932 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:19:52 PM

**City/State/Zip:** Los Angeles, California 90078

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983936 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:20:54 PM

**City/State/Zip:** Hummelstown, Pennsylvania 17036

**Company Complaining About:** Verizon

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## **Description**

Please stop this end run around hard fought and won consumer regulations.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983944 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:23:05 PM

**City/State/Zip:** Chicago, Illinois 60660

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983945 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:23:11 PM

**City/State/Zip:** Portland, Oregon 97225

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983947 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:23:29 PM

**City/State/Zip:** Chicago, Illinois 60660

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983950 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:23:47 PM

**City/State/Zip:** Naperville, Illinois 60565

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983956 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:25:22 PM

**City/State/Zip:** Anderson, California 96007

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983957 - XXX X's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:25:37 PM

**City/State/Zip:** Missouri City, Texas 77459

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983958 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:25:48 PM

**City/State/Zip:** Santa Maria, California 93455

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983972 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:27:23 PM

**City/State/Zip:** Los Angeles, California 90028

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983974 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:27:33 PM

**City/State/Zip:** Foristell, Missouri 63348

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983977 - X XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:27:44 PM

**City/State/Zip:** Hood River, Oregon 97031

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 983986 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:28:53 PM

**City/State/Zip:** Carrsville, Virginia 23315

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983980 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:28:02 PM

**City/State/Zip:** Santa Maria, California 93455

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 983987 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:29:04 PM

**City/State/Zip:** Lansing, Michigan 48915

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983989 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:30:06 PM

**City/State/Zip:** Dupont, Pennsylvania 18641

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983990 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:30:12 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15206

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

My only other option for an Internet provider in my region is Comcast, and I know that they are engaging in many similar practices. Since my consumer choice is already limited to this duopoly, I feel relatively helpless to do anything about this situation except to file a complaint with the FCC, and hope that you truly have the interests of the ordinary American consumers in mind. The decision to protect Net Neutrality was a milestone that actually improved my somewhat cynical view of the FCC, but it seems clear that these big telecom companies will do whatever they can to obey the letter of the law while distorting the spirit of the protections you put in place. Please do not allow these corporations to limit Net Neutrality-which I see as a limit on people's ability to exercise free speech and access the world's store of information.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984004 - XXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:33:28 PM

**City/State/Zip:** Orange Park, Florida 32065

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983996 - Data Cap**

**Date:** 5/17/2016 4:30:44 PM

**City/State/Zip:** Birmingham, Alabama 35242

**Company Complaining About:** AT&T

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## **Description**

AT&T has recently implemented data caps to my area. This move provides no benefit to the network as has been proven many times over. This is purely anti consumer and only puts extra expenses for no benefit. They attempted to force my hand to purchase TV as well for extra expense, in order to avoid the data caps as it will give me an "unlimited data". Or i can pay an extra 30 dollars a month for a service that I have had for a long time. This is absolutely outrageous.

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**Ticket: # 983998 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:31:18 PM

**City/State/Zip:** Portland, Oregon 97215

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 983999 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:31:28 PM

**City/State/Zip:** Burbank, California 91505

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984002 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:33:03 PM

**City/State/Zip:** Avon, Connecticut 06001

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984030 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:37:08 PM

**City/State/Zip:** Elfers, Florida 34680

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984011 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:34:09 PM

**City/State/Zip:** Baltimore, Maryland 21201

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984013 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:34:50 PM

**City/State/Zip:** Naugatuck, Connecticut 06770

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984015 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:34:54 PM

**City/State/Zip:** Tiverton, Rhode Island 02878

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers. This bad for internet commerce which is a growing part of our economy.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984024 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:36:26 PM

**City/State/Zip:** Addison, Illinois 60101

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984026 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:36:45 PM

**City/State/Zip:** Piedmont, California 94611

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1584378 - Protect Net Neutrality!**

**Date:** 4/24/2017 8:21:36 PM

**City/State/Zip:** San Francisco, California 94116

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

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**Ticket: # 984042 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:40:10 PM

**City/State/Zip:** Sparks, Nevada 89436

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 984034 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:37:37 PM

**City/State/Zip:** Cortlandt Manor, New York 10567

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

As a consumer, I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

Comcast's latest policy especially hurts the poorest communities and not-for-profit groups, thus making it racist and discriminatory.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984080 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:48:10 PM

**City/State/Zip:** Sacramento, California 95819

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984046 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:41:30 PM

**City/State/Zip:** Cortlandt Manor, New York 10567

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. This policy discriminates against poor communities and not-for-profit groups. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy – it is ultimately discriminatory and racist. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984048 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:42:21 PM

**City/State/Zip:** Gaithersburg, Maryland 20878

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984051 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:42:52 PM

**City/State/Zip:** Austin, Texas 78703

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984052 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:42:54 PM

**City/State/Zip:** Oak Park, Michigan 48237

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984060 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:43:59 PM

**City/State/Zip:** San Bernardino, California 92410

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 984092 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:52:03 PM

**City/State/Zip:** Monterey, California 93940

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984064 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:45:16 PM

**City/State/Zip:** Flint, Michigan 48507

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984065 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:45:24 PM

**City/State/Zip:** Riverview, Florida 33579

**Company Complaining About:** Verizon

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## **Description**

Please take the time to read this. I'm very concerned about the future of the internet. Thanks you. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984090 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:51:17 PM

**City/State/Zip:** Keene, New Hampshire 03431

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984068 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:46:16 PM

**City/State/Zip:** Tippecanoe, Indiana 46570

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984070 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:46:47 PM

**City/State/Zip:** Silver Spring, Maryland 20906

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984073 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:47:17 PM

**City/State/Zip:** Pacifica, California 94044

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984074 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:47:17 PM

**City/State/Zip:** Sumner, Washington 98390

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984088 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:50:34 PM

**City/State/Zip:** Washougal, Washington 98671

**Company Complaining About:** Comcast

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## **Description**

This has got to stop! I am a veteran programmer, and hardware inventor and there is absolutely no reason for these fees or rulings other than their own personal interests.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984079 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:48:01 PM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Comcast

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## **Description**

The included letter by the FFTF is a very cogent argument on the specific complaint here regarding general data caps and exemptions (zero rating), so I am going to let it stand in full, below.

However I have a specific concern about the effective preservation of net neutrality in it's impact on myself and my life, which the zero rating scheme threatens, so I am beginning with what might otherwise be a post-script, my reactions to this situation.

As a disabled person on a fixed income, the internet is how I participate socially, as well as in culture and politics. I am trapped, in essence, by an ISP that controls the market in the housing I have been assigned. This is not a problem, while the public trust of an open internet is maintained. The open internet is not only how I keep connected to the world, but also my only real chance to better my circumstances. And I will be competing with established, well-heeled interests when I do so. It is a serious concern to me that my connection to the world will be arbitrated by a corporation, as I already have difficulty viewing streaming material given the rates of data I am given at a price I can (barely) afford; I won't be able to pay an (even reasonable for most) premium to go beyond what this corporation decides I should have access to. This is true of so many in this country, and Comcast is only my personal gate-keeper; many are seeking to abuse their power.

Even more importantly than my ability to see news and culture not selected by Comcast, I am an independent media developer. I want to contribute, to make a difference, and how I am doing it is not going to be possible through a large corporation, but will compete with media interests. My future literally depends on an internet that cannot effectively suppress competition.

And perhaps more than my future depends on an internet that cannot suppress dissent.

Thank you for your efforts to keep this vital communications tool open, unbiased, and available. I implore you to continue to take this as seriously as it deserves. Those who wish to further exploit the internet for their exclusive profits won't ever stop finding ways of violating this public trust, so we the people, and your offices, must never stop being aware of it, and responsible to the the rest of us, and future.

And now, FFTF's fine letter on the specific complaint, quoted in full:

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984082 - Kathleen Ryan 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:48:47 PM

**City/State/Zip:** Burlington, Vermont 05401

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984083 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:48:50 PM

**City/State/Zip:** Longton, Kansas 67352

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984085 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:49:14 PM

**City/State/Zip:** Los Angeles, California 90036

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984086 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:49:59 PM

**City/State/Zip:** Stafford, Texas 77477

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984091 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:51:44 PM

**City/State/Zip:** Keene, New Hampshire 03431

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984094 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 4:52:27 PM

**City/State/Zip:** Takoma Park, Maryland 20912

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984113 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:58:03 PM

**City/State/Zip:** Parrish, Florida 34219

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984114 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:58:04 PM

**City/State/Zip:** Lynnwood, Washington 98087

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

They are already making huge, obscene, record breaking profits through their ever growing attempts to monopolize the communications industry! It is time for the FCC to protect the general public, from

these modern day pirates! It is the middle class that pays the taxes for the FCC to protect them from these kinds of abuses from corporate America. We do not fight for rules to control these abuses only to have corporate America revise their tactics to get around the new rules! Do your job!

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984117 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:58:42 PM

**City/State/Zip:** Camby, Indiana 46113

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984121 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:59:28 PM

**City/State/Zip:** Pfafftown, North Carolina 27040

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984124 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 4:59:54 PM

**City/State/Zip:** Sparks Glencoe, Maryland 21152

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

I'm tired of the money I pay to Comcast going to lobbying such as this, instead of improving the overall Internet infrastructure to offer a better overall experience for everyone. Tell Comcast to adapt its business practices rather than trying to create and maintain a monopoly.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984125 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:00:03 PM

**City/State/Zip:** Rosedale, Maryland 21237

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984127 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:00:12 PM

**City/State/Zip:** Tuscaloosa, Alabama 35406

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984134 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:01:37 PM

**City/State/Zip:** Seattle, Washington 98108

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

Comcast should not impose data caps. I noticed recently they may be moving towards enforcing a 250 GB cap. They are displaying my usage on their app, and I am over every month. My usage is standard, I stream music and TV, check email, and work from home occasionally. With larger files in our future, including VR and 4K HD, this is not acceptable.

Data should be available to all, not only the rich.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet

loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984155 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:05:59 PM

**City/State/Zip:** Pacific Palisades, California 90272

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984137 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:02:33 PM

**City/State/Zip:** Eagle, Idaho 83616

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984138 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:03:05 PM

**City/State/Zip:** Keizer, Oregon 97303

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586529 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:51:35 PM

**City/State/Zip:** Macomb, Missouri 65702

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 984144 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:04:02 PM

**City/State/Zip:** Keizer, Oregon 97303

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984145 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:04:09 PM

**City/State/Zip:** Tuscaloosa, Alabama 35406

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984147 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:04:39 PM

**City/State/Zip:** San Diego, California 92109

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984222 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:23:06 PM

**City/State/Zip:** Lawrenceville, Georgia 30044

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984150 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:05:30 PM

**City/State/Zip:** Staunton, Virginia 24401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984151 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:05:39 PM

**City/State/Zip:** Lake Zurich, Illinois 60047

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984156 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:06:02 PM

**City/State/Zip:** Richmond, California 94804

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984178 - XXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:10:44 PM

**City/State/Zip:** Winchester, Virginia 22601

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984180 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:11:13 PM

**City/State/Zip:** Mansfield, Pennsylvania 16933

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984169 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:08:36 PM

**City/State/Zip:** Chico, California 95973

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984185 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:12:36 PM

**City/State/Zip:** Garland, Texas 75040

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984195 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:15:23 PM

**City/State/Zip:** Petaluma, California 94952

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984223 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:23:13 PM

**City/State/Zip:** Milwaukee, Wisconsin 53202

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984200 - XX XX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:16:13 PM

**City/State/Zip:** Southampton, Massachusetts 01073

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984201 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:16:20 PM

**City/State/Zip:** Scotts Valley, California 95066

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984218 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:21:15 PM

**City/State/Zip:** Lansing, Michigan 48910

**Company Complaining About:** Comcast

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## **Description**

Last year, the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984221 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:22:47 PM

**City/State/Zip:** Gloucester, Massachusetts 01930

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984227 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:24:36 PM

**City/State/Zip:** Longmont, Colorado 80504

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984228 - XXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:25:24 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984229 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:25:57 PM

**City/State/Zip:** Texarkana, Texas 75501

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984230 - XXXXXXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:25:57 PM

**City/State/Zip:** Saint Petersburg, Florida 33702

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984232 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:26:19 PM

**City/State/Zip:** Salem, Oregon 97302

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984233 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:26:22 PM

**City/State/Zip:** Minneapolis, Minnesota 55429

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984234 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:26:24 PM

**City/State/Zip:** Memphis, Tennessee 38141

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984235 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:26:58 PM

**City/State/Zip:** Hollister, California 95023

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984248 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:28:37 PM

**City/State/Zip:** Sierra Vista, Arizona 85635

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984237 - XXXXXXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:27:08 PM

**City/State/Zip:** Saint Petersburg, Florida 33702

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984238 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:27:15 PM

**City/State/Zip:** Austin, Texas 78717

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984242 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:28:00 PM

**City/State/Zip:** Chickamauga, Georgia 30707

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984243 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:28:09 PM

**City/State/Zip:** North Hollywood, California 91602

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984247 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:28:33 PM

**City/State/Zip:** Taylorsville, North Carolina 28681

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984249 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:28:40 PM

**City/State/Zip:** Chickamauga, Georgia 30707

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586116 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:40:23 PM

**City/State/Zip:** Albany, New York 12209

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 984251 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:28:59 PM

**City/State/Zip:** Trussville, Alabama 35173

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984252 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:29:06 PM

**City/State/Zip:** Sierra Vista, Arizona 85635

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984254 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:29:11 PM

**City/State/Zip:** Torrance, California 90504

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984255 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:29:24 PM

**City/State/Zip:** Trussville, Alabama 35173

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984256 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:29:30 PM

**City/State/Zip:** Santa Fe, New Mexico 87501

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984259 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:29:40 PM

**City/State/Zip:** Staten Island, New York 10301

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984261 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:29:57 PM

**City/State/Zip:** Niles, Illinois 60714

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984269 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:30:33 PM

**City/State/Zip:** Tucson, Arizona 85730

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984282 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:31:51 PM

**City/State/Zip:** Kingston, New York 12401

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984279 - XXXXXXX XXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:31:39 PM

**City/State/Zip:** Bellbrook, Ohio 45305

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984263 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:30:07 PM

**City/State/Zip:** Eastsound, Washington 98245

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1584379 - Protect Net Neutrality!**

**Date:** 4/24/2017 8:23:14 PM

**City/State/Zip:** Seattle, Washington 98144

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 984266 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:30:25 PM

**City/State/Zip:** Jamaica Plain, Massachusetts 02130

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984268 - X XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:30:30 PM

**City/State/Zip:** Land O Lakes, Wisconsin 54540

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984271 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:30:36 PM

**City/State/Zip:** San Francisco, California 94114

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984273 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:30:52 PM

**City/State/Zip:** Brooklyn, New York 11209

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984277 - XXXXX XXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:31:29 PM

**City/State/Zip:** Casper, Wyoming 82601

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984278 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:31:37 PM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984280 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:31:41 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19148

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984286 - XXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:32:06 PM

**City/State/Zip:** Lawrenceburg, Kentucky 40342

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984308 - XXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:36:30 PM

**City/State/Zip:** Austin, Texas 78729

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984303 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:35:17 PM

**City/State/Zip:** Seattle, Washington 98148

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984304 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:35:21 PM

**City/State/Zip:** Nelsonville, Ohio 45764

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984297 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:33:55 PM

**City/State/Zip:** Seattle, Washington 98148

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984309 - XXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:36:48 PM

**City/State/Zip:** Seattle, Washington 98101

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 984301 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:35:11 PM

**City/State/Zip:** Minneapolis, Minnesota 55423

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984302 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:35:13 PM

**City/State/Zip:** Hot Springs National Park, Arkansas 71913

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 984306 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:35:50 PM

**City/State/Zip:** Yelm, Washington 98597

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984307 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:36:19 PM

**City/State/Zip:** New Caney, Texas 77357

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984311 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:37:40 PM

**City/State/Zip:** La Conner, Washington 98257

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984312 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:38:17 PM

**City/State/Zip:** Woodside, New York 11377

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984313 - XXXXXXX XXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:39:43 PM

**City/State/Zip:** Elyria, Ohio 44035

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Verizon has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Verizon's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Verizon messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Verizon by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Verizon has admitted that its caps have nothing to do with managing congestion. Moreover, Verizon is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Verizon customer, I should be able to choose freely whether I want to subscribe to Verizon's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Verizon is interfering with these choices.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984315 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:40:45 PM

**City/State/Zip:** Mineral Point, Wisconsin 53565

**Company Complaining About:** Verizon

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## **Description**

It just keeps happening...greed and corruption. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984316 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:40:49 PM

**City/State/Zip:** Atlanta, Georgia 30338

**Company Complaining About:** AT&T

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## **Description**

I strongly disagree with what AT&T and others are starting to do with their data caps.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984319 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:41:27 PM

**City/State/Zip:** Phoenixville, Pennsylvania 19460

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984320 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:41:29 PM

**City/State/Zip:** Minneapolis, Minnesota 55446

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984321 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:41:30 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19152

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984322 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:41:48 PM

**City/State/Zip:** Seattle, Washington 98134

**Company Complaining About:** T Mobile

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## **Description**

I was happy to hear the FCC passed Net Neutrality rules last year. I felt that the FCC really listened to what people were saying, and was taking the right stand.

But is T-Mobile following those rules? They have data caps on their plans, and I'm fine with that. But they are exempting from these caps some video content from certain partners. I can't say I understand whether they've broken the FCC rules, but one thing is clear to me - either they broke the rules or the rules aren't strong enough.

Please continue defending Net Neutrality. It makes me sick to think of ISPs and mobile carriers locking out content providers. Eventually, it will be more than inconvenient, e.g. consumers having to pay more money for entertainment. Eventually it will cause smaller voices with important messages to be silenced, and we can't have that in a democracy.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984323 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:42:05 PM

**City/State/Zip:** Oakland, California 94602

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984324 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:42:12 PM

**City/State/Zip:** Minneapolis, Minnesota 55446

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 984326 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:43:03 PM

**City/State/Zip:** Silver Spring, Maryland 20906

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984327 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:43:05 PM

**City/State/Zip:** Arlington, Texas 76016

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1586130 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:43:18 PM

**City/State/Zip:** Eureka, California 95502

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 984329 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:43:27 PM

**City/State/Zip:** Arlington, Texas 76016

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984331 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:43:55 PM

**City/State/Zip:** San Rafael, California 94913

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984337 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:44:55 PM

**City/State/Zip:** Minneapolis, Minnesota 55426

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984338 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:44:55 PM

**City/State/Zip:** San Rafael, California 94913

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer. Last year, the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984340 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:45:21 PM

**City/State/Zip:** Oakwood, Ohio 45419

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

I should really expect this from my government by now, but somehow I keep thinking it will stop. I don't want too much, just for governments and companies to stop collaborating to be terrible to citizens. It's literally just don't be a power hungry megalomaniac.

(b) (6)

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[Ticket: # 984341 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:45:22 PM

**City/State/Zip:** Reno, Nevada 89508

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984342 - XXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:45:23 PM

**City/State/Zip:** Miami, Florida 33180

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984343 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:45:49 PM

**City/State/Zip:** Bartlett, Illinois 60103

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984348 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:47:14 PM

**City/State/Zip:** Vancouver, Washington 98665

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984349 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:47:16 PM

**City/State/Zip:** Key West, Florida 33040

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Large conglomerates such as AT&T should not be allowed to make their own rules using censorship and extortion and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984373 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:52:03 PM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984351 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:47:32 PM

**City/State/Zip:** Portland, Oregon 97224

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984353 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:47:42 PM

**City/State/Zip:** Concord, North Carolina 28025

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984354 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:47:51 PM

**City/State/Zip:** Wilton Manors, Florida 33305

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984357 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:48:19 PM

**City/State/Zip:** Corning, New York 14830

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984358 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:48:51 PM

**City/State/Zip:** Allendale, New Jersey 07401

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984359 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:49:13 PM

**City/State/Zip:** Allendale, New Jersey 07401

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984360 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:49:24 PM

**City/State/Zip:** Lafayette, Louisiana 70506

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984367 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:50:42 PM

**City/State/Zip:** Garland, Texas 75044

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984369 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:51:00 PM

**City/State/Zip:** Dover, New Hampshire 03820

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I do not pay Comcast for their opinions on what I should and should not access. They have no right to dictate this to me or to any of their customers.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984370 - XXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:51:03 PM

**City/State/Zip:** Des Moines, Iowa 50320

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984377 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:52:32 PM

**City/State/Zip:** Gillette, Wyoming 82718

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984378 - XXXX X's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:52:34 PM

**City/State/Zip:** San Diego, California 92104

**Company Complaining About:** AT&T

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## **Description**

Cable and phone companies are creating harmful new schemes that pose a serious threat to the open Internet and consumers are left with no other place to go.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

(b) (6)

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**Ticket: # 984381 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:53:18 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984384 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:54:07 PM

**City/State/Zip:** North East, Pennsylvania 16428

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984385 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:54:08 PM

**City/State/Zip:** Cooper, Maine 04657

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984387 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:54:36 PM

**City/State/Zip:** Birmingham, Alabama 35242

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984388 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:55:06 PM

**City/State/Zip:** Laredo, Texas 78043

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984392 - XX XXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:56:10 PM

**City/State/Zip:** Hemet, California 92545

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984422 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:01:46 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 984397 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 5:57:09 PM

**City/State/Zip:** New Hyde Park, New York 11040

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984399 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:57:48 PM

**City/State/Zip:** Voorheesville, New York 12186

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984400 - X XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:57:57 PM

**City/State/Zip:** Sparks, Nevada 89434

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984403 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:58:10 PM

**City/State/Zip:** Fresno, California 93726

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984404 - XXXXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:58:20 PM

**City/State/Zip:** Daly City, California 94014

**Company Complaining About:** Comcast

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## **Description**

Please just provide a service to humanity. Our people rely on your infrastructure (still heavily paid for by taxpayers) to connect with each other. Please do not limit our access to the internet.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984408 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:59:31 PM

**City/State/Zip:** Blue Island, Illinois 60406

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984409 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 5:59:39 PM

**City/State/Zip:** Corrales, New Mexico 87048

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984411 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:00:01 PM

**City/State/Zip:** Santa Maria, California 93458

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984412 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:00:24 PM

**City/State/Zip:** Pekin, Illinois 61554

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984417 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:01:09 PM

**City/State/Zip:** Westbrook, Maine 04092

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984420 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:01:38 PM

**City/State/Zip:** Woodland, Washington 98674

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 984421 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:01:43 PM

**City/State/Zip:** Taylorsville, Utah 84129

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984423 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:02:23 PM

**City/State/Zip:** Canyon Country, California 91351

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984424 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:02:32 PM

**City/State/Zip:** Fort Mohave, Arizona 86426

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984429 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:03:54 PM

**City/State/Zip:** Tucson, Arizona 85705

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984430 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:03:57 PM

**City/State/Zip:** Bell Gardens, California 90201

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984432 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:04:22 PM

**City/State/Zip:** Memphis, Tennessee 38134

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984451 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:09:41 PM

**City/State/Zip:** La Grange, Illinois 60525

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 998793 - Data caps](#)

**Date:** 5/24/2016 4:22:11 PM

**City/State/Zip:** Lawrence, Kansas 66046

**Company Complaining About:** AT&T

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## **Description**

Data caps are an arbitrary means of limiting our access to information. Be it for educational or entertainment, data caps should not be allowed to be enforced by carriers.

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[Ticket: # 984434 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:05:05 PM

**City/State/Zip:** Livermore, California 94550

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984444 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:08:29 PM

**City/State/Zip:** Grants Pass, Oregon 97526

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984445 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:08:42 PM

**City/State/Zip:** Cambridge, Massachusetts 02141

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984448 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:09:09 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984450 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:09:33 PM

**City/State/Zip:** Jacksonville, Florida 32216

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 984453 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:10:23 PM

**City/State/Zip:** Vienna, Maine 04360

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984455 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:10:26 PM

**City/State/Zip:** Bothell, Washington 98011

**Company Complaining About:** Comcast

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## Description

Don't let Comcast violate Net Neutrality with its unlawful combination of caps and "exemptions" for select services.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984456 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:10:38 PM

**City/State/Zip:** Vacaville, California 95687

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984457 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:10:38 PM

**City/State/Zip:** Denver, Colorado 80203

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984459 - XXX XXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:10:47 PM

**City/State/Zip:** La Grange, Illinois 60525

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984470 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:12:35 PM

**City/State/Zip:** Mission Viejo, California 92692

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

And yes, I'm an AT&T customer.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984481 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:14:19 PM

**City/State/Zip:** Mission Viejo, California 92692

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

My family members are Verizon customers.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984465 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:11:48 PM

**City/State/Zip:** Escondido, California 92029

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984467 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:12:12 PM

**City/State/Zip:** Collinsville, Connecticut 06019

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984468 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:12:14 PM

**City/State/Zip:** Albuquerque, New Mexico 87122

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984473 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:13:24 PM

**City/State/Zip:** Streator, Illinois 61364

**Company Complaining About:** Comcast

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## **Description**

The old rules of back room deals to harm taxpayers is coming to an end. Get with the program or leave the government because it is being returned to the people, not the corporate interests!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984475 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:13:36 PM

**City/State/Zip:** Broomfield, Colorado 80021

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984476 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:13:43 PM

**City/State/Zip:** Phoenix, Arizona 85032

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984477 - XXXXXXXXXX XXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:13:52 PM

**City/State/Zip:** San Antonio, Texas 78250

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984479 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:14:06 PM

**City/State/Zip:** Las Vegas, Nevada 89147

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984480 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:14:13 PM

**City/State/Zip:** Murrieta, California 92562

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984485 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:14:38 PM

**City/State/Zip:** Murrieta, California 92562

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984486 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:14:38 PM

**City/State/Zip:** Golden, Colorado 80401

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984490 - XXXXXXXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:15:54 PM

**City/State/Zip:** Dekalb, Illinois 60115

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984499 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:18:54 PM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984501 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:19:22 PM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984507 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:21:15 PM

**City/State/Zip:** Princeton, New Jersey 08540

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984509 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:21:34 PM

**City/State/Zip:** San Diego, California 92117

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984600 - XXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:48:52 PM

**City/State/Zip:** Houston, Texas 77082

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984513 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:21:58 PM

**City/State/Zip:** San Jose, California 95110

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984514 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:22:02 PM

**City/State/Zip:** Chester, Vermont 05143

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984515 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:22:28 PM

**City/State/Zip:** San Jose, California 95110

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984517 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:22:59 PM

**City/State/Zip:** Lenox, Massachusetts 01240

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984534 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:26:39 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984526 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:24:20 PM

**City/State/Zip:** Costa Mesa, California 92627

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984527 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:24:35 PM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984536 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:26:57 PM

**City/State/Zip:** Peoria, Illinois 61604

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984543 - XX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:29:57 PM

**City/State/Zip:** Ringtown, Pennsylvania 17967

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make

these companies follow the rules, not interfere with the FCC's power to regulate. Please take this very seriously. Thank you.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984596 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:48:27 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15218

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984553 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:34:03 PM

**City/State/Zip:** Saint George, Utah 84770

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984554 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:34:35 PM

**City/State/Zip:** Prescott Valley, Arizona 86314

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984558 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:35:34 PM

**City/State/Zip:** Milwaukee, Wisconsin 53211

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984560 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:35:53 PM

**City/State/Zip:** Milwaukee, Wisconsin 53211

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984561 - XXXXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:36:15 PM

**City/State/Zip:** Dekalb, Illinois 60115

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984563 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:36:28 PM

**City/State/Zip:** Parkville, Maryland 21234

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984564 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:36:47 PM

**City/State/Zip:** Santa Monica, California 90403

**Company Complaining About:** AT&T

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## **Description**

Thanks for listening!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984566 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:37:26 PM

**City/State/Zip:** Rochester, New York 14623

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1587600 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:27:18 PM

**City/State/Zip:** Rossville, Georgia 30741

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 984569 - XXXXXXX XXXXXXXXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:39:31 PM

**City/State/Zip:** Clifton Heights, Pennsylvania 19018

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984570 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:39:33 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15217

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984572 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:39:53 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984575 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 6:40:13 PM

**City/State/Zip:** Wasco, Illinois 60183

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984579 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:41:09 PM

**City/State/Zip:** Mission, Kansas 66202

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984580 - XXXXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:41:22 PM

**City/State/Zip:** Jamesville, New York 13078

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984585 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:44:01 PM

**City/State/Zip:** Middletown, Delaware 19709

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984593 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:46:53 PM

**City/State/Zip:** Florence, Montana 59833

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984595 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:47:56 PM

**City/State/Zip:** Denver, Colorado 80218

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984609 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:50:39 PM

**City/State/Zip:** Sacramento, California 95826

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984619 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:55:23 PM

**City/State/Zip:** Canby, Oregon 97013

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984626 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:57:20 PM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 984642 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:01:41 PM

**City/State/Zip:** Houston, Texas 77025

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984636 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:59:04 PM

**City/State/Zip:** Sarasota, Florida 34231

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 984638 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 6:59:26 PM

**City/State/Zip:** Columbia, South Carolina 29209

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984647 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 7:02:41 PM

**City/State/Zip:** Thomasville, North Carolina 27361

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me). I'm not an AT&T customer however I support this petition.

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Additionally the necessary important work of the Electronic Frontier Foundation Access Now and the Electronic Privacy Information Center must really continue endure. Thanks.

(b) (6)

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**Ticket: # 984652 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:05:07 PM

**City/State/Zip:** Newton, Kansas 67114

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984653 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:05:20 PM

**City/State/Zip:** Goodyear, Arizona 85338

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984654 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:05:28 PM

**City/State/Zip:** Glendale, Arizona 85307

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984655 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:05:43 PM

**City/State/Zip:** Melbourne, Florida 32934

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984661 - XXXXXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:08:06 PM

**City/State/Zip:** Rittman, Ohio 44270

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984665 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:09:14 PM

**City/State/Zip:** Henderson, Nevada 89052

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984666 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:09:25 PM

**City/State/Zip:** Portsmouth, New Hampshire 03801

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984667 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 7:09:25 PM

**City/State/Zip:** Blue Hill, Maine 04614

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984668 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 7:09:42 PM

**City/State/Zip:** Tampa, Florida 33614

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984669 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:09:45 PM

**City/State/Zip:** Myakka City, Florida 34251

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984671 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:10:28 PM

**City/State/Zip:** Portsmouth, New Hampshire 03801

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984672 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:10:40 PM

**City/State/Zip:** Manlius, New York 13104

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 984673 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 7:10:54 PM

**City/State/Zip:** Webster, Massachusetts 01570

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984676 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:11:23 PM

**City/State/Zip:** Webster, Massachusetts 01570

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984679 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:11:49 PM

**City/State/Zip:** Palm Beach Gardens, Florida 33418

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984681 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:12:43 PM

**City/State/Zip:** Medford, Massachusetts 02155

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

(b) (6)

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**Ticket: # 984684 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:14:01 PM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984685 - XXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:14:02 PM

**City/State/Zip:** Louisville, Kentucky 40220

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984687 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:14:14 PM

**City/State/Zip:** Greeley, Colorado 80631

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984688 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:14:19 PM

**City/State/Zip:** Macomb, Michigan 48042

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984692 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:14:54 PM

**City/State/Zip:** Macomb, Michigan 48042

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984694 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:15:01 PM

**City/State/Zip:** Olympia, Washington 98512

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984699 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:16:22 PM

**City/State/Zip:** Round Lake Beach, Illinois 60073

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984700 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:16:24 PM

**City/State/Zip:** Santa Rosa, California 95407

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984706 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 7:17:33 PM

**City/State/Zip:** Alexandria, Virginia 22314

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984709 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 7:18:00 PM

**City/State/Zip:** Shoreline, Washington 98133

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984713 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:18:32 PM

**City/State/Zip:** Indianola, Iowa 50125

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast limiting with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast is seeking to undermine the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984715 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:18:36 PM

**City/State/Zip:** Sedona, Arizona 86336

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984722 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:19:27 PM

**City/State/Zip:** Frederick, Maryland 21703

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984724 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:20:11 PM

**City/State/Zip:** Red Bank, New Jersey 07701

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984741 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:28:15 PM

**City/State/Zip:** Charlotte, North Carolina 28212

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984730 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:23:04 PM

**City/State/Zip:** West Barnstable, Massachusetts 02668

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1585102 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:01:20 AM

**City/State/Zip:** Flagstaff, Arizona 86004

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 984735 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:25:48 PM

**City/State/Zip:** Annandale, Virginia 22003

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586189 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:54:24 PM

**City/State/Zip:** Middleburg, Florida 32068

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 984742 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 7:28:20 PM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984743 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:28:49 PM

**City/State/Zip:** Springfield, Georgia 31329

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984747 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:29:54 PM

**City/State/Zip:** Cape Coral, Florida 33909

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984748 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:30:45 PM

**City/State/Zip:** North Hills, California 91343

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984749 - Larry Lepinski's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:31:09 PM

**City/State/Zip:** Coeur D Alene, Idaho 83815

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984751 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:31:58 PM

**City/State/Zip:** Syracuse, New York 13203

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984756 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 7:33:29 PM

**City/State/Zip:** Bothell, Washington 98012

**Company Complaining About:** Comcast

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## **Description**

The complaint as written by Holmes at FFTF is PERFECT, THOROUGH, AND ACCURATE so I'm submitting it intact!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984757 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:33:40 PM

**City/State/Zip:** Kearney, Nebraska 68845

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984760 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:34:21 PM

**City/State/Zip:** Aurora, Illinois 60504

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984768 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 7:35:04 PM

**City/State/Zip:** Hartley, Iowa 51346

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984770 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:35:46 PM

**City/State/Zip:** Chula Vista, California 91910

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984771 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:35:54 PM

**City/State/Zip:** Round Rock, Texas 78664

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

This is just disgusting, and I'm absolutely ashamed to be providing your company with money. You can bet that as soon as I am able I will be switching from you. You better start taking care of the people that make your company exist in the first place, or you will be dragged into oblivion.

(b) (6)

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**Ticket: # 984772 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:36:24 PM

**City/State/Zip:** Honolulu, Hawaii 96817

**Company Complaining About:** T Mobile

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## **Description**

Now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. The FCC should have an open, public process to decide where and how to enforce your rules.

The FCC rules say that ISPs can't be gatekeepers online. Well, T-Mobile exempts video providers from customers' data caps, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. Further, these exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this practice, T-Mobile gave video sites a way to opt out, but again, they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites. Besides, the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984773 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:36:30 PM

**City/State/Zip:** Franklin, Ohio 45005

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984775 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:36:42 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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## **Description**

I appreciate that last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to my protest and that of millions of other people. Now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet. They certainly deserve compensation for the use of their servers, but they don't own the internet. We, the people, are paying for it with our hard earned income, and the portions of which are converted to tax dollars. Please heed our words!

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984829 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:54:24 PM

**City/State/Zip:** Los Angeles, California 90012

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984777 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:37:26 PM

**City/State/Zip:** Franklin, Ohio 45005

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984779 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 7:38:22 PM

**City/State/Zip:** Penn Valley, Pennsylvania 19072

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984781 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:38:47 PM

**City/State/Zip:** Beaufort, South Carolina 29906

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984782 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:39:26 PM

**City/State/Zip:** Bronx, New York 10471

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984783 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:39:56 PM

**City/State/Zip:** Akron, Ohio 44333

**Company Complaining About:** Verizon

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## **Description**

I am adopting this letter from Fight for the Future, to voice my concerns and discontent with Comcast's attempt to circumnavigate true Net Neutrality.

The Internet is a resource and a platform so basic and fundamental to our society as our highways and our telephones. They connect people and businesses across our great nation, and are the backbone of our 20th century economy and way of life. Although we let private companies provide Internet service and make a profit, we cannot allow them to treat some users/customers differently from others, just as we don't allow highway tolls to be tied to a specific freight company, or the speed your car goes.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our

democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984785 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:40:22 PM

**City/State/Zip:** Bronx, New York 10471

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984790 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:41:50 PM

**City/State/Zip:** Akron, Ohio 44333

**Company Complaining About:** Verizon

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## **Description**

I am adopting this letter from Fight for the Future, to voice my concerns and discontent with Verizon's attempt to circumnavigate true Net Neutrality.

The Internet is a resource and a platform so basic and fundamental to our society as our highways and our telephones. They connect people and businesses across our great nation, and are the backbone of our 20th century economy and way of life. Although we let private companies provide Internet service and make a profit, we cannot allow them to treat some users/customers differently from others, just as we don't allow highway tolls to be tied to a specific freight company, or the speed your car goes.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our

democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984793 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:42:57 PM

**City/State/Zip:** Barrington, Illinois 60010

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984797 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:44:19 PM

**City/State/Zip:** Jupiter, Florida 33478

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984798 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:44:29 PM

**City/State/Zip:** Dekalb, Illinois 60115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984802 - XXXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:45:12 PM

**City/State/Zip:** Raleigh, North Carolina 27616

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984831 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:55:08 PM

**City/State/Zip:** Los Angeles, California 90012

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984813 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:47:57 PM

**City/State/Zip:** Boulder Creek, California 95006

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586285 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:08:55 PM

**City/State/Zip:** Columbus, Wisconsin 53925

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 984820 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:51:07 PM

**City/State/Zip:** Cambridge, Massachusetts 02138

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984821 - XXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:51:16 PM

**City/State/Zip:** Pinellas Park, Florida 33781

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984837 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:59:05 PM

**City/State/Zip:** Los Angeles, California 90048

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984825 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:52:23 PM

**City/State/Zip:** Carlisle, Pennsylvania 17015

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984833 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:56:05 PM

**City/State/Zip:** Silver Spring, Maryland 20910

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984835 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:56:23 PM

**City/State/Zip:** New York, New York 10027

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984836 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:56:50 PM

**City/State/Zip:** Fresno, California 93710

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984838 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:59:07 PM

**City/State/Zip:** Lenoir, North Carolina 28645

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984839 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 7:59:25 PM

**City/State/Zip:** Los Angeles, California 90046

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984841 - XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:00:28 PM

**City/State/Zip:** Elmhurst, Illinois 60126

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984845 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:02:06 PM

**City/State/Zip:** Rockville, Maryland 20852

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984846 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:02:28 PM

**City/State/Zip:** Dallas, Georgia 30157

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1585103 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:01:27 AM

**City/State/Zip:** Denver, Colorado 80220

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 984848 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:02:46 PM

**City/State/Zip:** Redwood City, California 94061

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984850 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:04:14 PM

**City/State/Zip:** New York, New York 10009

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984851 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:04:18 PM

**City/State/Zip:** Clinton Township, Michigan 48038

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984852 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:04:28 PM

**City/State/Zip:** Springfield, Massachusetts 01109

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984853 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:05:23 PM

**City/State/Zip:** North East, Maryland 21901

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984854 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:06:00 PM

**City/State/Zip:** Glendora, California 91741

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984856 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:06:34 PM

**City/State/Zip:** North East, Maryland 21901

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984861 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:06:54 PM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984871 - XXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:09:28 PM

**City/State/Zip:** Jacksonville, Florida 32257

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984880 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:10:53 PM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984873 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:09:32 PM

**City/State/Zip:** North Lauderdale, Florida 33068

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984877 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:09:57 PM

**City/State/Zip:** Lawrenceville, Georgia 30045

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984882 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:11:05 PM

**City/State/Zip:** Williamsport, Pennsylvania 17701

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984883 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:11:11 PM

**City/State/Zip:** Saint Paul, Minnesota 55104

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984884 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:13:04 PM

**City/State/Zip:** Deltaville, Virginia 23043

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984886 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:13:47 PM

**City/State/Zip:** Roseburg, Oregon 97471

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984889 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:14:08 PM

**City/State/Zip:** Mableton, Georgia 30126

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984892 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:15:12 PM

**City/State/Zip:** Mableton, Georgia 30126

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984899 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:17:46 PM

**City/State/Zip:** Memphis, Tennessee 38122

**Company Complaining About:** AT&T

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## **Description**

My personal thoughts: I'm sick to death of my computer running itself while I'm not looking. I don't want windows 10. I don't want xfinity. (Yet I am forced to accept them.) I don't want "improvements" that drag me down and use me up. I don't want to pay outrageous sums for simple access. Please stop AT&T and all the others from screwing up the internet as if it belonged only to them and hold them to an honest, realistic standard figured by real business workings. (e.g. expenses + reasonable salaries (commensurate with job performance and profit production) + normal maintenance & repairs + disaster cushion = the limit of the charges to customers. They are not spending their time on writing better programs or apps. They are spending their time learning how to bilk the public and trick the FCC. Please stop them. Below you may find the details of the problem as we, the customers, see them but this is the short version of my message. Stop the companies from taking advantage of us and flaunting you.

Thank you.

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Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984903 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:19:54 PM

**City/State/Zip:** Albuquerque, New Mexico 87109

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 984905 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:20:34 PM

**City/State/Zip:** Boyd, Texas 76023

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984906 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:20:44 PM

**City/State/Zip:** Lamesa, Texas 79331

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984907 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:20:44 PM

**City/State/Zip:** Orlando, Florida 32828

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984911 - XXXXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:21:49 PM

**City/State/Zip:** Orlando, Florida 32828

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984915 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:23:25 PM

**City/State/Zip:** Novi, Michigan 48377

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984918 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:26:03 PM

**City/State/Zip:** Madison, Wisconsin 53711

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984923 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:27:31 PM

**City/State/Zip:** Jensen Beach, Florida 34957

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984924 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:27:51 PM

**City/State/Zip:** Clearfield, Utah 84015

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984930 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:30:34 PM

**City/State/Zip:** Beaver, Pennsylvania 15009

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984931 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:30:43 PM

**City/State/Zip:** Fort Wayne, Indiana 46804

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984934 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:31:27 PM

**City/State/Zip:** Traverse City, Michigan 49684

**Company Complaining About:** Verizon

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## Description

Verizon is breaking the rules. I believe the FCC should put a stop to it, with this decision not being made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in a so called "fast lane", so Verizon created another lane: they're charging websites and apps to be exempted from customers' data caps.

Users find zero-rated content more attractive than content that counts against their caps, thus if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers.

Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I believe should exist.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

This is happening right now, so just imagine the next step Verizon will take in reducing consumer freedom just to increase their bottom line. It is a bleak outlook.

These plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984936 - James 's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:31:47 PM

**City/State/Zip:** Mays Landing, New Jersey 08330

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984938 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:32:37 PM

**City/State/Zip:** Demotte, Indiana 46310

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984948 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:40:11 PM

**City/State/Zip:** Minneapolis, Minnesota 55442

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984951 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:41:36 PM

**City/State/Zip:** Oswego, New York 13126

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984953 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:41:51 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15217

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 984965 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:46:35 PM

**City/State/Zip:** Brooklyn, New York 11216

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984957 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:42:39 PM

**City/State/Zip:** Phoenix, Arizona 85015

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984958 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:42:41 PM

**City/State/Zip:** Sterling, Colorado 80751

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 984963 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:44:21 PM

**City/State/Zip:** Red Bank, New Jersey 07701

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984964 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:44:55 PM

**City/State/Zip:** Otego, New York 13825

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 984966 - XXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:48:20 PM

**City/State/Zip:** Minneapolis, Minnesota 55433

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984969 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:51:45 PM

**City/State/Zip:** Alachua, Florida 32615

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984973 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:54:11 PM

**City/State/Zip:** Jacksonville, Florida 32218

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984974 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:55:02 PM

**City/State/Zip:** Yardley, Pennsylvania 19067

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984978 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:55:34 PM

**City/State/Zip:** Bronx, New York 10461

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984981 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:56:15 PM

**City/State/Zip:** Clarkston, Washington 99403

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should stop Comcast's rule breaking. The FCC should have an open, public process to decide where and how to enforce these rules. FCC's decision should not be made secretly.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast proposes to pick winners and losers by applying arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and hurts online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to escape those caps. This discourages broadband Internet use overall, and especially discourages "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove that Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses—except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans should be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: If you'd like to contact me about this complaint, please do so via email.

(b) (6)

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**Ticket: # 984982 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:56:16 PM

**City/State/Zip:** New York, New York 10009

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984983 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 8:57:31 PM

**City/State/Zip:** Kalamazoo, Michigan 49048

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 984984 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 8:58:40 PM

**City/State/Zip:** Medford, Massachusetts 02155

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984986 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:01:29 PM

**City/State/Zip:** New Port Richey, Florida 34652

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984987 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:02:00 PM

**City/State/Zip:** Warwick, Rhode Island 02889

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 984988 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 9:02:15 PM

**City/State/Zip:** Baltimore, Maryland 21215

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984989 - Tony 's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:02:56 PM

**City/State/Zip:** Orleans, Massachusetts 02653

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984990 - XXXXXXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:05:08 PM

**City/State/Zip:** Houston, Texas 77063

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984991 - XXXXXXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:05:31 PM

**City/State/Zip:** Springfield, Oregon 97477

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984993 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:06:51 PM

**City/State/Zip:** Rochester, New York 14619

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984994 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:07:32 PM

**City/State/Zip:** Danville, California 94506

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984996 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:08:27 PM

**City/State/Zip:** Winter Garden, Florida 34787

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985040 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:28:13 PM

**City/State/Zip:** Pepperell, Massachusetts 01463

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 984999 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:09:26 PM

**City/State/Zip:** Ann Arbor, Michigan 48103

**Company Complaining About:** Comcast

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## **Description**

I am disappointed that we are required to again and again voice our insistence on true net neutrality and need to respond to new and creative ways that ISPs use to try to evade the FCC's rules. Zero-rating is just the latest example.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985000 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:09:48 PM

**City/State/Zip:** Canby, Oregon 97013

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 985001 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:10:09 PM

**City/State/Zip:** Pomona, New York 10970

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985002 - XXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:10:43 PM

**City/State/Zip:** New York, New York 10001

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 985011 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:15:00 PM

**City/State/Zip:** Cottonwood, Arizona 86326

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985031 - Richard 's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 9:22:56 PM

**City/State/Zip:** Centralia, Washington 98531

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985038 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:26:50 PM

**City/State/Zip:** New York, New York 10040

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985044 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:29:23 PM

**City/State/Zip:** Austin, Texas 78727

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985064 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:41:21 PM

**City/State/Zip:** Saint Paul, Minnesota 55126

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985066 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:44:16 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985058 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:36:42 PM

**City/State/Zip:** Monroe, Washington 98272

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985069 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:45:34 PM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985071 - XXXXXX XX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:47:14 PM

**City/State/Zip:** Saint Louis, Missouri 63129

**Company Complaining About:** Verizon

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## **Description**

Gentlemen:

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Sincerely,

(b) (6) [REDACTED]  
[REDACTED]

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**Ticket: # 985075 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:48:43 PM

**City/State/Zip:** Brevard, North Carolina 28712

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985077 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:49:35 PM

**City/State/Zip:** Menlo Park, California 94025

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985082 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:51:03 PM

**City/State/Zip:** Framingham, Massachusetts 01701

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985084 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:51:55 PM

**City/State/Zip:** Framingham, Massachusetts 01701

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985085 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:52:02 PM

**City/State/Zip:** Los Angeles, California 90034

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985104 - XXX XXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:01:13 PM

**City/State/Zip:** Berkeley, California 94707

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985106 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:01:43 PM

**City/State/Zip:** New Town, North Dakota 58763

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate. It is simple - no tolls!

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 985096 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:55:54 PM

**City/State/Zip:** Chicago, Illinois 60637

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985099 - XXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:57:55 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15202

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985100 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 9:58:19 PM

**City/State/Zip:** Chicago, Illinois 60645

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985110 - XXXXXXXX XXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:04:57 PM

**City/State/Zip:** Brookhaven, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985122 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:09:36 PM

**City/State/Zip:** Northwood, Ohio 43619

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985125 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:10:14 PM

**City/State/Zip:** Pearland, Texas 77584

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985129 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:11:03 PM

**City/State/Zip:** Pearland, Texas 77584

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 985130 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:11:19 PM

**City/State/Zip:** Grand Rapids, Michigan 49506

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 985133 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:14:42 PM

**City/State/Zip:** Tucson, Arizona 85704

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985162 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:23:12 PM

**City/State/Zip:** Saint Paul, Minnesota 55124

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985146 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:19:00 PM

**City/State/Zip:** Kansas City, Missouri 64118

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985148 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:19:18 PM

**City/State/Zip:** Santa Cruz, California 95062

**Company Complaining About:** Comcast

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## **Description**

Comcast trying dirty tricks again....As you know, last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules,(cheating) and the FCC should put a stop to it. Furthermore, this decision should NOT be made behind closed doors. The FCC should have an OPEN, public process to decide where and how to enforce these rules.

The Open Internet rules PREVENT ISPs from picking winners & losers online by slowing down some websites and applications while speeding up others ie(their own). But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP ABUSING its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I DON'T want Comcast messing with MY choice of video services by privileging its own content and PUNISHING the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As an actual Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is OBSTRUCTING MY choices. These practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and STOPPED. It's the FCC's RESPONSIBILITY to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED] Santa Cruz, Ca

(b) (6) [REDACTED]

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**Ticket: # 985152 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:21:03 PM

**City/State/Zip:** Brevard, North Carolina 28712

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 985167 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:24:49 PM

**City/State/Zip:** Albuquerque, New Mexico 87110

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985168 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:25:56 PM

**City/State/Zip:** Fair Haven, Vermont 05743

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 985171 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:29:51 PM

**City/State/Zip:** Santa Cruz, California 95062

**Company Complaining About:** Comcast

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## Description

It was JUST LAST year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating HARMFUL new schemes that pose a serious THREAT to the open Internet.

Comcast is breaking the rules, and the FCC MUST put a STOP to it. Furthermore, this decision should NOT be made behind CLOSED doors. The FCC should have an open, PUBLIC process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with MY choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 985172 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:30:58 PM

**City/State/Zip:** Dorchester, Massachusetts 02125

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985192 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:45:28 PM

**City/State/Zip:** Dallas, Texas 75234

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 985174 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:31:49 PM

**City/State/Zip:** Dorchester, Massachusetts 02125

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985176 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:33:30 PM

**City/State/Zip:** Halifax, Massachusetts 02338

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 985179 - XXXXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:35:40 PM

**City/State/Zip:** Rapid City, South Dakota 57701

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985186 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:39:50 PM

**City/State/Zip:** Alpharetta, Georgia 30005

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985187 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:39:53 PM

**City/State/Zip:** San Ramon, California 94583

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985189 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:41:51 PM

**City/State/Zip:** Oakland, California 94607

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985190 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:42:12 PM

**City/State/Zip:** Oakland, California 94607

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985193 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:46:47 PM

**City/State/Zip:** San Diego, California 92117

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985194 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:47:58 PM

**City/State/Zip:** Seattle, Washington 98118

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985195 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:48:04 PM

**City/State/Zip:** Ogden, Utah 84401

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985196 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:49:47 PM

**City/State/Zip:** Saint Paul, Minnesota 55108

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985199 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:50:59 PM

**City/State/Zip:** Chicago, Illinois 60649

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985201 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:51:33 PM

**City/State/Zip:** Ogden, Utah 84401

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 985212 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 10:57:42 PM

**City/State/Zip:** Arvada, Colorado 80002

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985206 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 10:52:28 PM

**City/State/Zip:** Brooklyn, New York 11208

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1585104 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:01:30 AM

**City/State/Zip:** Phoenixville, Pennsylvania 19460

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 985216 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:00:58 PM

**City/State/Zip:** Stuart, Florida 34996

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985217 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:01:59 PM

**City/State/Zip:** Boise, Idaho 83713

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 985218 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:02:04 PM

**City/State/Zip:** Falls Village, Connecticut 06031

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985219 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:02:09 PM

**City/State/Zip:** Stuart, Florida 34996

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985266 - XXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:29:10 PM

**City/State/Zip:** Merrillville, Indiana 46411

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985230 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:08:19 PM

**City/State/Zip:** Lafayette, California 94549

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985232 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:09:21 PM

**City/State/Zip:** Fort Worth, Texas 76111

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985236 - XXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:10:45 PM

**City/State/Zip:** Fort Worth, Texas 76111

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985239 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:11:24 PM

**City/State/Zip:** Riverside, California 92506

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985248 - XXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:13:07 PM

**City/State/Zip:** Alexandria, Virginia 22308

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985249 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:13:11 PM

**City/State/Zip:** Spokane, Washington 99201

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985269 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:31:37 PM

**City/State/Zip:** Hartsdale, New York 10530

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985258 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:21:12 PM

**City/State/Zip:** Monroe, Michigan 48161

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985259 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:21:59 PM

**City/State/Zip:** Tucson, Arizona 85741

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985260 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:22:52 PM

**City/State/Zip:** Tucson, Arizona 85741

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985263 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:27:53 PM

**City/State/Zip:** Martinez, California 94553

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985264 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:28:14 PM

**City/State/Zip:** Bronxville, New York 10708

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1585108 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:01:53 AM

**City/State/Zip:** Charles Town, West Virginia 25414

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 985270 - XXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:33:08 PM

**City/State/Zip:** Iowa City, Iowa 52246

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985271 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:33:29 PM

**City/State/Zip:** Los Angeles, California 90068

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985275 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:38:09 PM

**City/State/Zip:** Salt Lake City, Utah 84116

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985279 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:43:46 PM

**City/State/Zip:** Elmhurst, New York 11373

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985281 - XXXXXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:47:13 PM

**City/State/Zip:** Portland, Oregon 97219

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985282 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:48:48 PM

**City/State/Zip:** Burlington, Vermont 05401

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985284 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:50:16 PM

**City/State/Zip:** Mesquite, Texas 75150

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 985287 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:53:37 PM

**City/State/Zip:** Dallas, Texas 75217

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985288 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/17/2016 11:54:59 PM

**City/State/Zip:** Spring Lake, Michigan 49456

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

There is no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985289 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:55:37 PM

**City/State/Zip:** Los Angeles, California 90005

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985290 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:56:29 PM

**City/State/Zip:** Howell, Michigan 48843

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. It's sad that people have to even ask for this.

(b) (6)

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**Ticket: # 985291 - XXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/17/2016 11:57:33 PM

**City/State/Zip:** Salem, Virginia 24153

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985295 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:03:13 AM

**City/State/Zip:** Overland Park, Kansas 66207

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985296 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:03:40 AM

**City/State/Zip:** Ashburnham, Massachusetts 01430

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985297 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:04:39 AM

**City/State/Zip:** Denver, Colorado 80210

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now, AT&T, Comcast, and Verizon are breaking the rules, and I believe the FCC should work to prevent this. I also feel strongly that this decision should not be made behind closed doors. An open, public process to decide where and how to enforce these rules would benefit the American people.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet we deserve.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I would like to request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985303 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 12:13:15 AM

**City/State/Zip:** Cambridge, Massachusetts 02139

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985304 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:17:00 AM

**City/State/Zip:** Lithia, Florida 33547

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985305 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:18:16 AM

**City/State/Zip:** Oshkosh, Wisconsin 54901

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985308 - XXXXX XXXXX's XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:20:06 AM

**City/State/Zip:** San Antonio, Texas 78209

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

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(b) (6)

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**Ticket: # 985319 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:32:14 AM

**City/State/Zip:** San Diego, California 92113

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985321 - XXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:33:54 AM

**City/State/Zip:** Gloversville, New York 12078

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985323 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:38:03 AM

**City/State/Zip:** Salem, Oregon 97302

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985338 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:54:26 AM

**City/State/Zip:** Kenly, North Carolina 27542

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 985331 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:43:08 AM

**City/State/Zip:** Valier, Montana 59486

**Company Complaining About:** Comcast

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## **Description**

You have no right to sell out our freedom!!!!!!!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 985335 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:51:17 AM

**City/State/Zip:** San Antonio, Texas 78233

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

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(b) (6) [REDACTED]

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**Ticket: # 985337 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:54:26 AM

**City/State/Zip:** Lebanon, Tennessee 37087

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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(b) (6)

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**Ticket: # 985340 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:55:42 AM

**City/State/Zip:** Beverly, Massachusetts 01915

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985341 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:56:51 AM

**City/State/Zip:** Beverly, Massachusetts 01915

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules, since their job is to regulate the Telecommunications industry.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985343 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 12:57:32 AM

**City/State/Zip:** Beaverton, Oregon 97006

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985347 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 12:59:14 AM

**City/State/Zip:** Bayside, California 95524

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985349 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:06:57 AM

**City/State/Zip:** Arcata, California 95521

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985350 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:07:27 AM

**City/State/Zip:** Murphysboro, Illinois 62966

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985351 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:15:43 AM

**City/State/Zip:** Livonia, Michigan 48152

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 985357 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:23:26 AM

**City/State/Zip:** Merchantville, New Jersey 08109

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985358 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:28:07 AM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985359 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:37:11 AM

**City/State/Zip:** Ames, Iowa 50014

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985360 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:37:17 AM

**City/State/Zip:** Durham, North Carolina 27705

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985361 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:39:21 AM

**City/State/Zip:** Albuquerque, New Mexico 87109

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985364 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 1:43:51 AM

**City/State/Zip:** Albuquerque, New Mexico 87109

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985368 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:48:08 AM

**City/State/Zip:** Cupertino, California 95014

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985370 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:50:40 AM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast

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## **Description**

The same cable and phone companies that fought to destroy Net Neutrality are still scheming.

Comcast is breaking the rules. The FCC should put a stop to it with an open, public process to decide where and how to enforce these rules.

Comcast applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

It's the FCC's job to protect consumers from these kinds of abuses by Comcast.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985371 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:54:29 AM

**City/State/Zip:** New York, New York 10128

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985372 - XXXXX XXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 1:58:13 AM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 985373 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 2:02:18 AM

**City/State/Zip:** Santa Rosa, California 95401

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985374 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 2:13:17 AM

**City/State/Zip:** Encinitas, California 92024

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985375 - XXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 2:16:26 AM

**City/State/Zip:** Poway, California 92064

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985376 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 2:16:36 AM

**City/State/Zip:** Irvine, California 92604

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 985378 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 2:26:23 AM

**City/State/Zip:** San Diego, California 92117

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985379 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 2:27:41 AM

**City/State/Zip:** Ludington, Michigan 49431

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985380 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 2:29:41 AM

**City/State/Zip:** Providence, Utah 84332

**Company Complaining About:** Comcast

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## **Description**

Please consider this complaint.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Regards,

(b) (6)  
[Redacted]

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**Ticket: # 985395 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 3:00:45 AM

**City/State/Zip:** Hudson, New Hampshire 03051

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985396 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 3:01:15 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19114

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985406 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 3:29:04 AM

**City/State/Zip:** San Francisco, California 94107

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Stand up and protect our rights. We the people have already been very clear about this issue.

(b) (6)

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**Ticket: # 985412 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 4:39:04 AM

**City/State/Zip:** Baldwin Park, California 91706

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985413 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 4:54:15 AM

**City/State/Zip:** Iva, South Carolina 29655

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985414 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 5:07:15 AM

**City/State/Zip:** Gaithersburg, Maryland 20879

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985415 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 5:14:31 AM

**City/State/Zip:** Laguna Hills, California 92653

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985417 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 5:59:02 AM

**City/State/Zip:** Harrison Township, Michigan 48045

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985418 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 6:00:33 AM

**City/State/Zip:** Portland, Oregon 97266

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985419 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 6:35:36 AM

**City/State/Zip:** West Hartford, Connecticut 06107

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985422 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 6:47:23 AM

**City/State/Zip:** Minneapolis, Minnesota 55423

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985429 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 7:22:18 AM

**City/State/Zip:** Topsham, Maine 04086

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985431 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 7:28:29 AM

**City/State/Zip:** Huntingdon, Tennessee 38344

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985432 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 7:32:47 AM

**City/State/Zip:** Palm Coast, Florida 32164

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985435 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 7:43:06 AM

**City/State/Zip:** Stow, Ohio 44224

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985439 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 7:58:55 AM

**City/State/Zip:** Royal Oak, Michigan 48073

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985445 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 8:04:09 AM

**City/State/Zip:** Canonsburg, Pennsylvania 15317

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985448 - XXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 8:07:25 AM

**City/State/Zip:** Goffstown, New Hampshire 03045

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985451 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 8:08:39 AM

**City/State/Zip:** Fort Collins, Colorado 80525

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985456 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 8:16:34 AM

**City/State/Zip:** Austin, Texas 78727

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985464 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 8:28:44 AM

**City/State/Zip:** Tacoma, Washington 98465

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985466 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 8:37:58 AM

**City/State/Zip:** Colorado Springs, Colorado 80911

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985480 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 8:47:17 AM

**City/State/Zip:** Fort Collins, Colorado 80521

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985481 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 8:47:29 AM

**City/State/Zip:** Duluth, Minnesota 55804

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985488 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 8:53:01 AM

**City/State/Zip:** Newark, Delaware 19711

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Please lets keep the Internet free and not turn it into fee internet.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1585112 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:02:24 AM

**City/State/Zip:** Amesville, Ohio 45711

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 985503 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 9:05:52 AM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985541 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:37:37 AM

**City/State/Zip:** Morgantown, West Virginia 26501

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985510 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:12:55 AM

**City/State/Zip:** Myrtle Beach, South Carolina 29588

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1585135 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:06:01 AM

**City/State/Zip:** Warner Robins, Georgia 31093

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 985526 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:24:45 AM

**City/State/Zip:** Battle Creek, Michigan 49017

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 985528 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:24:55 AM

**City/State/Zip:** Lansing, Michigan 48911

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985539 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:33:45 AM

**City/State/Zip:** Dayton, Ohio 45449

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985561 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:47:25 AM

**City/State/Zip:** Colorado Springs, Colorado 80909

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985571 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:54:02 AM

**City/State/Zip:** Louisville, Kentucky 40206

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985572 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:54:14 AM

**City/State/Zip:** Hadley, Massachusetts 01035

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 985573 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:54:25 AM

**City/State/Zip:** Louisville, Kentucky 40206

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985575 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:54:40 AM

**City/State/Zip:** Dulzura, California 91917

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985577 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 9:58:06 AM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast internet & cable customer.

It looks like I'll be seeing data caps soon. (So far my data cap limit is just an "advisory", but Comcast is making these caps official in more and more markets, and the trend seems very clear.)

If Comcast can apply data caps, and yet allow \*their\* content through w/o counting against that data cap (aka "zero-rating"), I consider this a violation of the FCC's network neutrality rules. I am highly skeptical that their data caps actually reflect the real cost of their network bandwidth, but even if they are based in reality, it's totally unfair that they get to pick and choose which content counts towards the cap limits.

(b) (6)

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[Ticket: # 985597 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 10:10:32 AM

**City/State/Zip:** New York, New York 10009

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 985604 - XXX XXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 10:15:07 AM

**City/State/Zip:** East Stroudsburg, Pennsylvania 18301

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 985607 - XXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 10:15:35 AM

**City/State/Zip:** Tallahassee, Florida 32301

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 985608 - XXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 10:15:54 AM

**City/State/Zip:** Haslett, Michigan 48840

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985610 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 10:16:43 AM

**City/State/Zip:** Tampa, Florida 33611

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985633 - Data Cap Charges**

**Date:** 5/18/2016 10:26:00 AM

**City/State/Zip:** Miami, Florida 33172

**Company Complaining About:** Comcast

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**Description**

I have already been charged for 2 overages this month and it's just barely halfway through. At this rate I'd be charged over \$200 just for internet this month. I was told there was nothing I could do other than pay all the overages I will have this month or just not use the internet for the rest of the month. Unacceptable. Despite Comcast raising their data cap to 1 TB next month, there was nothing they could do. I cannot afford to pay so much money to have access to the internet. This is just plain robbery. How is this legal?

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**Ticket: # 985650 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 10:30:39 AM

**City/State/Zip:** Plymouth, Massachusetts 02360

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985694 - XXXXX XXXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 10:44:31 AM

**City/State/Zip:** Colorado Springs, Colorado 80920

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985674 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 10:38:37 AM

**City/State/Zip:** Oakland, California 94612

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985681 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 10:40:52 AM

**City/State/Zip:** Nashville, Tennessee 37206

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985697 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 10:45:00 AM

**City/State/Zip:** Shelton, Washington 98584

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

I see my internet connection getting slower and slower every day until we complain, multiple times-- THEN it's better for a while but the whole cycle starts all over again. Comcast and these other big internet companies are holding us hostage and it's time for that to STOP!

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 985695 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/18/2016 10:44:34 AM

**City/State/Zip:** Fresno, California 93726

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 985716 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/18/2016 10:52:16 AM

**City/State/Zip:** Elkhart, Indiana 46514

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586291 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:09:33 PM

**City/State/Zip:** Chelsea, Massachusetts 02150

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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[Ticket: # 987721 - data caps](#)

**Date:** 5/18/2016 9:28:54 PM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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## **Description**

Comcast has put another monthly data cap on our service. I was not forewarned about data caps when we signed up with their service. They will charge us for data over the cap, and I paid their bill less than a month ago. I know this is a 'trial area' for data caps to see if customers complain.

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**Ticket: # 1020877 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:34:53 PM

**City/State/Zip:** Baton Rouge, Louisiana 70808

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586292 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:09:43 PM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586331 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:14:52 PM

**City/State/Zip:** Gretna, Louisiana 70056

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586337 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:16:54 PM

**City/State/Zip:** Olympia, Washington 98501

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586338 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:17:35 PM

**City/State/Zip:** Lemoyne, Pennsylvania 17043

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586340 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:17:40 PM

**City/State/Zip:** Rolla, Missouri 65401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1020890 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:36:25 PM

**City/State/Zip:** Mount Juliet, Tennessee 37122

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586342 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:18:12 PM

**City/State/Zip:** Detroit, Michigan 48202

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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[Ticket: # 997229 - Open internet](#)

**Date:** 5/24/2016 1:16:37 PM

**City/State/Zip:** Miami, Florida 33176

**Company Complaining About:** AT&T

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## **Description**

Say no to data caps, I pay a certain amount for my home internet, to be always on, not for a limit they can arbitrarily change apparently

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**Ticket: # 1586361 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:21:46 PM

**City/State/Zip:** Anchorage, Alaska 99508

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 997960 - Data Caps](#)

**Date:** 5/24/2016 2:54:23 PM

**City/State/Zip:** West Lafayette, Indiana 47906

**Company Complaining About:** Comcast

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## **Description**

Reports of data caps popping up are ridiculous as they are unjustified. There's no reason to limiting us to something when the resource isn't 'bottlenecked' or 'restrained' in the first place. It's simply a way for companies to make more money.

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**Ticket: # 990793 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/20/2016 11:47:24 AM

**City/State/Zip:** Springfield, Missouri 65807

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 992446 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/21/2016 10:09:04 AM

**City/State/Zip:** College Park, Maryland 20740

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

I further think that Verizon should not be able to tell a business customer they can't be an ISP. If I want to do local aggregation on my FIOS connection I don't think Verizon should be able to stop me. They should be required to provide spigots for data and I should be able to do anything I want with that spigot and speed. When I had DSL through a third party over Verizon lines, neither the third party nor Verizon had any say in what I sent over the DSL line. I think the same should be true here and I further think that Verizon should be required to treat their FIOS the same as their DSL. I have a /24 IPv4 address space that Verizon (and Comcast and ..... ) will not route and Verizon has let their wires deteriorate to the point I can't get use DSL. This means that I am forced to use Verizon FIOS and can't realistically get a /24 set of addresses. If Verizon (and other big providers) were required to provide the same access to 3rd parties and they were with DSL, I could again use my /24 addresses and not be squeezed by Verizon's refusal to route my /24 and its limits on my being a small ISP

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 992765 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 3:04:33 PM

**City/State/Zip:** Savannah, Georgia 31404

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong net neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that opposed Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

I am a customer of Comcast and T-Mobile. Both are breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide how to enforce these rules.

Comcast is now picking winners and losers online by applying arbitrary data caps, then exempting its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. I don't want Comcast interfering with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. But the charges for exceeding the caps discourage broadband Internet use overall, and especially "cord-cutting" by users -- like my family -- who'd rather decline expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead -- just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Meanwhile, T-Mobile is acting as a gatekeeper online by exempting the content of select video providers from customers' data caps as part of its "Binge On" program, but only if those video providers meet technical requirements set unilaterally by T-Mobile. Those requirements make it difficult for many start-ups, small players, and non-commercial speakers to join.

Further, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After objections were raised, T-Mobile offered video sites a way to opt out, but again, only if they meet certain technical requirements set unilaterally by T-Mobile.

These requirements are an unsustainable burden for small sites, and requiring special deals to reach a carrier's customers flies in the face of the FCC's net neutrality rules. Will small websites now be expected to hold technical discussions with every single cellphone company in the world, just to get their video content delivered?

Altogether, these practices demonstrate that Comcast and T-Mobile are attempting to circumvent the FCC's net neutrality rules. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses.

Note: for privacy reasons, rather than provide my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 990897 - Comcast Data Cap**

**Date:** 5/20/2016 12:23:16 PM

**City/State/Zip:** Monroe, Louisiana 71292

**Company Complaining About:** Comcast

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## **Description**

There is a data cap for my home internet connection... there is no reason for comcast or any other entity to have one of these in place. It's like an all you can eat buffet charging you extra after your third plate. There either is a charge or there isn't and comcast will tell you there is no "limit" you can use as much as you want. we just charge after X number of GBs have been consumed. It's wrong and it's exploiting customers who are trying to save money, it's punishing people who are trying to innovate. Please make this practice unlawful. We should never see Data caps.

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[Ticket: # 991122 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/20/2016 1:34:38 PM

**City/State/Zip:** Brooklyn, New York 11229

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new \$cheme\$ that pose a \$erious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it, and this decision should not be made in secret! What po\$\$ible rea\$on for that except to exclude Us the People.

The Open Internet rules say that ISP\$ can't charge websites and apps to be in the fa\$t lane, so AT&T created another toll: they're charging websites and apps to be exempted from customer\$' data cap\$. Data shows that u\$er\$ find zero-rated content more attractive than content that counts again\$t their cap\$. Thus, if web companies want to compete with those who pay they'll need to enroll - for a fee - in AT&T'\$ \$pon\$ored data program. This create\$ a new toll for data traveling on the Internet and rack\$ up charge\$ for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new toll\$ and no longer have their fair shot at reaching people online.

You KNOW all thi\$, but choo\$e to play along with monopoli\$tic intere\$t\$. Why? That'\$ another question that will never be out in the open, right?

(b) (6)

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[Ticket: # 996160 - Data caps](#)

**Date:** 5/24/2016 8:38:51 AM

**City/State/Zip:** Cocoa Beach, Florida 32931

**Company Complaining About:** AT&T

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## **Description**

At&t added data caps to a human right

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**Ticket: # 1586362 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:21:52 PM

**City/State/Zip:** Natick, Massachusetts 01760

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 991468 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/20/2016 3:15:52 PM

**City/State/Zip:** Boulder, Colorado 80304

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 991749 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/20/2016 4:53:15 PM

**City/State/Zip:** Arlington, Massachusetts 02476

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 991746 - XXXXXXXX XXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/20/2016 4:51:16 PM

**City/State/Zip:** Lexington, Massachusetts 02421

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586364 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:22:20 PM

**City/State/Zip:** Houston, Texas 77054

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 991757 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/20/2016 4:55:50 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 998588 - Broadband usage caps**

**Date:** 5/24/2016 4:02:28 PM

**City/State/Zip:** Columbia, South Carolina 29229

**Company Complaining About:** AT&T

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## **Description**

AT&T is imposing data caps on broadband internet which are strictly a ploy to charge more money for the same service and punish 'cord cutters'. Their new data cap is transparently for this reason, as they first present you with an additional data charge of \$10/50GB overage, but then say with \$30/mo you'll get unlimited. If this data cap was explicitly for network optimization/usage, they wouldn't be offering unlimited (the status quo) for so cheaply. Not only that, but they're offering it for free if you also have DirecTV and combine your bills. This data cap is specifically to punish cord cutters, and should be illegal. Also, they have this nice little snippet about their terms of service: "From time to time, we may change this Agreement. We will provide you with notice of material changes via either your Member Account e-mail address or any other email address you provide, posting online at <http://www.att.com/internet-terms>, recorded announcement, bill message, bill insert, newspaper ad, postcard, letter, or call to your billed telephone number or U.S. mail. It is your responsibility to check for any such notices. Your continued subscription to the Service after the effective date of the change constitutes your acceptance of such changes."

Nice that they don't need any kind of explicit indication that I'm aware of changes to terms of service before they come into effect. If I'm not aware, that's the same as consent? Wow, that's not right at all. Unfortunately, AT&T is my only provider for DSL internet, as Time Warner Cable sucks, and cable wasn't run into my house when it was built.

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**Ticket: # 1586410 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:30:55 PM

**City/State/Zip:** Greeley, Colorado 80634

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 991859 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/20/2016 5:24:21 PM

**City/State/Zip:** Midland, Michigan 48642

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586412 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:31:06 PM

**City/State/Zip:** Greeley, Colorado 80634

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586418 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:32:21 PM

**City/State/Zip:** Greenbrae, California 94904

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 992022 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/20/2016 6:59:51 PM

**City/State/Zip:** Frankfort, Illinois 60423

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 992357 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 1:30:26 AM

**City/State/Zip:** Cambridge, Massachusetts 02139

**Company Complaining About:** Comcast

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## **Description**

This is outrageous and is so obviously bad actor behavior and an abuse of customer rights. This Needs To Be Addressed!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586470 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:40:29 PM

**City/State/Zip:** Kansas City, Missouri 64109

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 992153 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/20/2016 8:12:51 PM

**City/State/Zip:** Jersey City, New Jersey 07302

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 992160 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/20/2016 8:18:18 PM

**City/State/Zip:** Minneapolis, Minnesota 55406

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 992337 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/21/2016 12:14:25 AM

**City/State/Zip:** Claymont, Delaware 19703

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 992358 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 2:06:56 AM

**City/State/Zip:** Long Beach, California 90808

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 992360 - Comcast & The upcoming data caps**

**Date:** 5/21/2016 2:25:49 AM

**City/State/Zip:** West Bloomfield, Michigan 48323

**Company Complaining About:** Comcast

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## **Description**

ANY cap is unacceptable, because data per se is an UNLIMITED resource. ALL data caps are 100% arbitrary and this can easily be proven with the laws of physics. Bandwidth is the limited resource. Congestion can ONLY happen by oversaturation of bandwidth. When ISPs start capping services, they're not trying to prevent congestion. They're trying to arbitrarily limiting your service to get them more money, and that's the only reason they do it. This allows them to negate competition based on quality of service, and will allow them to 'compete' on arbitrary restrictions, ultimately for the worse of all customers.

Comcast is doing this purely to milk more money out of the consumer and there's nothing most consumers can do about it because Comcast has a monopoly in most areas.

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[Ticket: # 992366 - Outrageous data cap](#)

**Date:** 5/21/2016 3:41:46 AM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

Just moved from Boston to Atlanta and was excited to sign up for 150 Mbps Comcast internet in new apartment. Unfortunately it turns out there is a brutal data cap on the account. Having moved into the apartment 5 days ago, I have already used 40% of Comcast's outrageous cap and will certainly be charged additionally by them because of it. I looked forward to this internet service from Comcast but their usage of data caps (for a service that already costs over \$100/month!) is despicable and exploitative.

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**Ticket: # 992388 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 8:10:48 AM

**City/State/Zip:** Barrington, New Hampshire 03825

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 992436 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/21/2016 9:58:58 AM

**City/State/Zip:** Allentown, Pennsylvania 18104

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 992437 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 9:59:36 AM

**City/State/Zip:** Beaverton, Oregon 97006

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 992480 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 10:40:17 AM

**City/State/Zip:** Jackson, Mississippi 39211

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 992545 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 11:57:18 AM

**City/State/Zip:** Mount Pleasant, South Carolina 29466

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

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**Ticket: # 1585521 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:14:00 PM

**City/State/Zip:** Elyria, Ohio 44035

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 992592 - XXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 12:32:18 PM

**City/State/Zip:** Orange Park, Florida 32073

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email. Please work for the common man, not big Corporations who already are profitable.

(b) (6) [REDACTED]

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**Ticket: # 992704 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 2:26:08 PM

**City/State/Zip:** Lutz, Florida 33548

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

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(b) (6)

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[Ticket: # 992788 - Data Caps](#)

**Date:** 5/21/2016 3:24:16 PM

**City/State/Zip:** San Antonio, Texas 78217

**Company Complaining About:** AT&T

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## **Description**

My household recently received a letter stating that AT&T would start using data caps. This is wrong and there is no justification. This and other practices they have been slowly implementing are ruining the free spirit of the internet.

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[Ticket: # 992799 - At&t data caps](#)

**Date:** 5/21/2016 3:49:37 PM

**City/State/Zip:** Florence, Alabama 35633

**Company Complaining About:** AT&T

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## **Description**

We have at&t service and we don't want cable. We were going to get rid of the service but at&t has announced they will give us data caps if we do not bundle cable and internet together.

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**Ticket: # 998087 - Data caps are against net neutrality and should be illegal**

**Date:** 5/24/2016 3:09:02 PM

**City/State/Zip:** Gainesville, Florida 32603

**Company Complaining About:** Verizon Wireless

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## **Description**

In this day and age I cannot work well if my data is limited at tiny caps. I'm an entrepreneur in game development and I hit my data cap near instantly just doing routine operations on my cell phone.

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**Ticket: # 992844 - AT&T Data Caps**

**Date:** 5/21/2016 4:18:07 PM

**City/State/Zip:** Plaquemine, Louisiana 70764

**Company Complaining About:** AT&T

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## **Description**

I recently got a letter from AT&T stating that my data cap on my internet was being raised. Before I got this letter, I didn't have a data cap at all. The letter also stated that I would have an unlimited data cap if I signed up for a TV package. I feel like I'm being extorted and this is very unfair of AT&T.

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[Ticket: # 992944 - Datacaps](#)

**Date:** 5/21/2016 6:10:21 PM

**City/State/Zip:** Woodstock, Georgia 30188

**Company Complaining About:** Comcast

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## **Description**

Comcast has proposed data caps, and it is almost impossible for my family of four to stay under the limit. Keep in mind we aren't even downloading huge files, just doing normal web based browsing and video watching. I think this is almost a net neutrality issue because it's forcing us to not use our services we have like netflix because it would send us over.

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**Ticket: # 992923 - CableOne Data Caps**

**Date:** 5/21/2016 5:34:19 PM

**City/State/Zip:** Denison, Texas 75021

**Company Complaining About:** Cable One

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## **Description**

A few months ago, CableOne "upgraded" all its plans to include "Data Caps". Even our internet plan, which is one of the higher-priced 50 mbps ones, has only a 300 gb data plan.

This is unacceptable, and contrary to a free and open internet. In a day and age when the internet is increasingly more and more important for both work and downtime, and when one could purchase an unlimited data plan even for mobile phone service, the idea of a home-internet data cap that can be reached even with basic video streaming is absolutely terrible.

If we reach over 300gb during our monthly billing cycles for just 3 times in a 12 month period, CableOne will \*automatically\* force a higher priced plan on our account, which is also bad policy.

CableOne isn't even the only home-internet provider doing this, there are many I've heard of. Please put this to a stop. Thank you.

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[Ticket: # 992982 - data caps by ATT, they will not provide history of usage](#)

**Date:** 5/21/2016 6:54:59 PM

**City/State/Zip:** Saint Charles, Missouri 63303

**Company Complaining About:** AT&T

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## **Description**

I filed a complaint because ATT will now enforce data caps. They claimed it doesn't apply to me because I have cable TV. The representative I spoke with chose to ignore the fact that we plan to stop using their TV service so the cap will apply to us. They then blew off my last complaint as 'resolved' which was disingenuous. My complaint stands. These data caps are regressive - data is only getting cheaper. They have the audacity to do this and not provide any means to know your previous use. They don't care. They continue to pay off our local state senators to prevent competition such as municipal broadband. They seem to be more interested in raising prices and fees in addition to preventing competition than innovating and improving services.

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[Ticket: # 992965 - XXXX XXX's complaint re: ISP Zero Rating](#)

**Date:** 5/21/2016 6:36:35 PM

**City/State/Zip:** Dorchester Center, Massachusetts 02124

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586471 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:40:35 PM

**City/State/Zip:** Columbus, Ohio 43221

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 993015 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 7:56:54 PM

**City/State/Zip:** Boston, Massachusetts 02115

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 993122 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/21/2016 11:03:57 PM

**City/State/Zip:** Marshall, Wisconsin 53559

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules--not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 993065 - XXXXXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/21/2016 9:18:48 PM

**City/State/Zip:** Littleton, Colorado 80162

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586472 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:40:42 PM

**City/State/Zip:** Chicago, Illinois 60610

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 993176 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 3:42:37 AM

**City/State/Zip:** Middlebury, Connecticut 06762

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 993204 - XXXXXXXXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 8:30:15 AM

**City/State/Zip:** Lowell, Massachusetts 01851

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 993209 - Data Cap/Over Charging**

**Date:** 5/22/2016 9:01:27 AM

**City/State/Zip:** Fort Worth, Texas 76137

**Company Complaining About:** AT&T

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### **Description**

ATT recently started to enforce data caps of 250gb a month and will charge if you exceed the cap. You can pay an extra \$15/month to have unlimited bandwidth or bundle your services with television. The price of Internet only has been up charged to almost the same amount as television and Internet package. I find it ridiculous that they're willing to charge an extra \$15/month for unlimited bandwidth when it never seemed to be an issue before hand.

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**Ticket: # 1586473 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:40:44 PM

**City/State/Zip:** Battle Ground, Washington 98604

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 993322 - Data caps](#)

**Date:** 5/22/2016 12:20:37 PM

**City/State/Zip:** Munroe Falls, Ohio 44262

**Company Complaining About:** AT&T

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## **Description**

ATT is now imposing a 250gb data cap. This is incredibly low for the average home that uses streaming services.

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**Ticket: # 993296 - XXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 11:57:59 AM

**City/State/Zip:** Midvale, Utah 84047

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 993350 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 1:34:31 PM

**City/State/Zip:** Olympia, Washington 98507

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 993353 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 1:40:58 PM

**City/State/Zip:** Webb City, Missouri 64870

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 993469 - XXXXXX XXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 4:09:20 PM

**City/State/Zip:** Boise, Idaho 83703

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 998978 - Data Caps**

**Date:** 5/24/2016 4:41:37 PM

**City/State/Zip:** Portland, Oregon 97217

**Company Complaining About:** Centurylink

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## **Description**

Data caps go against the fundamental values of the internet, and are merely being used by big companies to exploit customers. They have the infrastructure to allow people to use the internet as much as possible, and claiming otherwise is simply false. Keep the internet unlimited.

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**Ticket: # 993479 - ISP Data Caps**

**Date:** 5/22/2016 4:33:31 PM

**City/State/Zip:** Yorba Linda, California 92887

**Company Complaining About:** AT&T

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## **Description**

At&t is implementing 300GB data caps for internet only packages and charging an additional fee for overage. This discourages streaming and is anti-competition for their TV packages. Not to mention these data caps are purely artificial, there is no additional cost to data usage.

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**Ticket: # 993523 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 5:14:55 PM

**City/State/Zip:** Seattle, Washington 98144

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 993529 - XXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 5:25:14 PM

**City/State/Zip:** Emeryville, California 94608

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 993539 - AT&T Data Caps](#)

**Date:** 5/22/2016 5:32:40 PM

**City/State/Zip:** Wichita, Kansas 67219

**Company Complaining About:** AT&T

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## **Description**

AT&T is following Comcast by enforcing data caps on their internet services. Considering that even Comcast has admitted that data caps have nothing to do with congestion, they continue to be allowed to do so. There is absolutely no reason they should be allowed to have these data caps. Frankly, I see it as a theft and abuse of power as they know they are the sole internet providers.

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**Ticket: # 993755 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 12:26:54 AM

**City/State/Zip:** Los Angeles, California 90065

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586523 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:51:10 PM

**City/State/Zip:** Appleton, Wisconsin 54915

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1586527 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:51:26 PM

**City/State/Zip:** Flint, Michigan 48503

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 993560 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 6:14:26 PM

**City/State/Zip:** Escondido, California 92026

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 993584 - XXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 6:31:04 PM

**City/State/Zip:** Dillon, Colorado 80435

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 993601 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/22/2016 6:56:14 PM

**City/State/Zip:** Buffalo, New York 14226

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 999098 - ISP Monopolies and Data Caps undermine American prosperity**

**Date:** 5/24/2016 4:55:24 PM

**City/State/Zip:** Houston, Texas 77019

**Company Complaining About:** Comcast

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## **Description**

Dear FCC People,

I am concerned about the introduction of data caps on domestic high speed Internet connections and the outdated data caps on mobile broadband. There is no technical reason that these limits are being imposed and they adversely effect low and middle class American families by restricting access to internet services through exhorbitant overage fees.

I am a web designer and have purchased numerous website hosting packages for myself and on behalf of my clients. The cost of bandwidth for businesses and other website operators is a small fraction of what residential ISP's charge consumers. For example my own person website costs \$20/mo and for that I get 1tb of data transfered out at the speed of the site visitor's connection. With larger ISPs like AWS my bandwidth costs would be as low as \$0.01 per gb. At home I have Comcast, who charges me \$85/mo and is slowly rolling out a 250gb datacap across the southern United States. These cost disparities disproportionately effect low income and minority Americans by limiting their access to essential services. Failure to regulate internet service providers violates the right of all americans to free speech and free association. Free speech isn't free if a person must pay to be heard.

Additionally, The willingness of cable and fiber companies to seek agreements with local municipalities to establish monopolies, restrict competition, and outlaw the formation of municipal broadband networks is a threat to the future prosperity of America. We are not going to thrive and improve as a nation if we do not allow an open market for improvised and high quality internet services. We need open, affordable, unlimited, and fast internet services if the United States is to grow socially and economically.

Please take strong actions to restrict the anti-competitive behavior of ISPs, to open the market for a greater proliferation of municipal owned services, and crackdown on restrictive datacaps.

Thank you,

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**Ticket: # 993685 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 9:21:00 PM

**City/State/Zip:** Alexandria, Virginia 22315

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 993689 - AT&T Internet Data Cap**

**Date:** 5/22/2016 9:24:40 PM

**City/State/Zip:** Gold River, California 95670

**Company Complaining About:** AT&T

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## **Description**

I recently received a notice from AT&T letting me know I will be having a data cap on my Uverse internet service (unless I buy their television subscription). We stream our television through internet based services like Netflix, Hulu, and Amazon Video. As streaming video accounts for the vast majority of our internet usage, I feel like AT&T is forcing us to purchase their tv service by limiting my internet use. They already limit my data speeds due to a forced lack of viable competition, now I'm having my already limited internet further limited. This is not a practice of an open internet.

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[Ticket: # 993724 - XXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/22/2016 10:51:08 PM

**City/State/Zip:** Boston, Massachusetts 02127

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 993731 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/22/2016 11:16:28 PM

**City/State/Zip:** Albuquerque, New Mexico 87113

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 993748 - Comcast data cap raised my usage even more](#)

**Date:** 5/22/2016 11:55:16 PM

**City/State/Zip:** Mimi, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

Never told I had a data cap agreement. First month I have only used 67 GB, second month received a message saying I reached by data cap ~2 days before ending of the month, ...3 month received same message just at the middle of the month (after ~same usage, actually streaming less than before).

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**Ticket: # 993753 - XXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 12:21:48 AM

**City/State/Zip:** Shoreline, Washington 98155

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 993771 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 1:40:44 AM

**City/State/Zip:** Rochester, New York 14612

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 993772 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 1:47:50 AM

**City/State/Zip:** Blair, Nebraska 68008

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 993798 - AT&T Data caps](#)

**Date:** 5/23/2016 6:25:54 AM

**City/State/Zip:** Anaheim, California 92805

**Company Complaining About:** AT&T

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## **Description**

AT&T just rolled out their new data caps. They claim that those who go over the 600GB cap are few and far between. But I just saw that I use 500GB and I'm about 10 days from the end of my billing cycle. I am definitely not apart of that 1%. AT&T is gouging us. Please do something about this! In the age of teachnology these companies are limiting growth and competition. These companies are creating an environment where they are limiting our ability to grow. Please drop these data caps! They are an infringement! How can we grow as a society if they infringe up son our freedoms by limiting internet usage? This country has grown substantially because of the Internet. You need to stunt these data caps from the Internet companies or they will be stunting this country's growth.

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**Ticket: # 993802 - Unacceptable Internet Data Cap**

**Date:** 5/23/2016 7:06:51 AM

**City/State/Zip:** Prescott, Arizona 86303

**Company Complaining About:** Cable One

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## **Description**

CableONE imposes a data cap of 300 GB per month, and does not appear to offer a proper unlimited connection. I really need unlimited data. I live stream, I produce videos for YouTube, and I watch many videos as well. I believe this to be unethical. What is the point of offering me fast speeds and then encouraging me to try not to actually use it? If I want to install some games to review them, I can use up my data in a single day. I really need unlimited data to do all my business properly. I find myself monitoring my Internet usage, trying to decide what I can and can't afford to do, and I hate that. There appears to be no other providers in my area that offer me the speeds I need, and with no data caps. This is basically a monopoly limiting my use of the Internet. It's 2016! This needs to stop!

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**Ticket: # 993842 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 8:29:36 AM

**City/State/Zip:** Chicago, Illinois 60609

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 993879 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 9:27:48 AM

**City/State/Zip:** San Francisco, California 94117

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 996933 - Data Caps](#)

**Date:** 5/24/2016 12:16:11 PM

**City/State/Zip:** Rowlett, Texas 75088

**Company Complaining About:** AT&T

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### **Description**

AT&T has introduced data caps for no other reason than they can and want to exploit their customers for more money.

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**Ticket: # 993997 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 10:33:03 AM

**City/State/Zip:** Ogden, Utah 84404

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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(b) (6)

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[Ticket: # 996472 - AT&T data caps](#)

**Date:** 5/24/2016 10:31:58 AM

**City/State/Zip:** Lockport, Illinois 60441

**Company Complaining About:** AT&T

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## **Description**

Good morning,

AT&T has instituted data caps on my home internet usage. Please investigate the legality of this move.

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**Ticket: # 1586531 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:51:48 PM

**City/State/Zip:** Bend, Oregon 97702

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 994067 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 11:04:13 AM

**City/State/Zip:** Cedar Park, Texas 78613

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 994140 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 11:33:37 AM

**City/State/Zip:** Kansas City, Missouri 64154

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 994271 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 12:23:27 PM

**City/State/Zip:** Woodinville, Washington 98077

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 998622 - Data Caps](#)

**Date:** 5/24/2016 4:05:07 PM

**City/State/Zip:** Medford, Massachusetts 02155

**Company Complaining About:** Time Warner

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## **Description**

Data caps are anti competitive and unfair.

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[Ticket: # 994273 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 12:24:06 PM

**City/State/Zip:** Coral Springs, Florida 33065

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 994279 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 12:26:07 PM

**City/State/Zip:** Harrison, Tennessee 37341

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1585620 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:23:54 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 994387 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 1:08:02 PM

**City/State/Zip:** Miami Springs, Florida 33166

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586573 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:02:24 PM

**City/State/Zip:** Etna, Wyoming 83118

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 994378 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 1:06:06 PM

**City/State/Zip:** Annandale, Virginia 22003

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 994411 - XXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 1:13:26 PM

**City/State/Zip:** Salt Lake City, Utah 84115

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 994425 - XXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 1:16:42 PM

**City/State/Zip:** Medford, Massachusetts 02155

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 999109 - Data Caps**

**Date:** 5/24/2016 4:57:04 PM

**City/State/Zip:** Dallas, Texas 75204

**Company Complaining About:** Time Warner

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## **Description**

Data Caps do nothing but hurt smaller businesses trying to get their product to people via the Internet.

If we institute data caps then the larger companies can get deals for their products that won't count against the data cap. That is no way to keep the market competitive.

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**Ticket: # 994509 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 1:40:08 PM

**City/State/Zip:** Bonita, California 91902

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 994531 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 1:46:37 PM

**City/State/Zip:** Cambridge, Massachusetts 02138

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586586 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:05:28 PM

**City/State/Zip:** Springfield, Illinois 62704

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 994697 - AT&T Data usage cap of home internet**

**Date:** 5/23/2016 2:56:22 PM

**City/State/Zip:** Deer Park, Texas 77536

**Company Complaining About:** AT&T

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## **Description**

AT&T has recently implemented data caps on home internet. They are now offering unlimited data if I bundle TV service with my internet. This is anti-consumer as they are attempting to get me away from streaming content to their own by squeezing on the internet connection. My other option is to pay an extra \$30/month for unlimited data. I functionally had unlimited data, and now they are taking it from me and telling me to pay more.

Supposedly I was already under a data cap before, but it was suspended. Nothing has changed from before till now. Except they want more money from me. If I already had a data cap, how come their website had no way for me to keep track of my usage until now? Even if my data cap was suspended, being able to see how much data I use would severely influence my choice in internet providers. That information was kept from me.

It is only now available now that data caps are in effect.

I should not pay more money for what I was already getting for less. A suspended data cap without my data usage information is not a data cap.

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[Ticket: # 994742 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 3:09:39 PM

**City/State/Zip:** Acworth, Georgia 30102

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 994911 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 3:51:33 PM

**City/State/Zip:** Loveland, Colorado 80538

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 997808 - Data Caps](#)

**Date:** 5/24/2016 2:34:47 PM

**City/State/Zip:** Downers Grove, Illinois 60516

**Company Complaining About:** Comcast

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## **Description**

Data caps are quickly ruining my Internet usage experience. I develop video games out of my home, independently and provide them for free to a community. This is becoming increasingly harder to accomplish when I can't even download the newest engine because it's 15GB and my data cap is so low

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Ticket: # 998730 -

**Date:**

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**Ticket: # 995060 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 4:36:04 PM

**City/State/Zip:** Miami Beach, Florida 33141

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995622 - XXXXX X's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 7:53:33 PM

**City/State/Zip:** Los Angeles, California 90028

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995056 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 4:35:26 PM

**City/State/Zip:** Miami Beach, Florida 33141

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 995156 - XXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 5:11:55 PM

**City/State/Zip:** University Place, Washington 98467

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995895 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 11:09:20 PM

**City/State/Zip:** Tempe, Arizona 85283

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 995249 - XXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 5:41:23 PM

**City/State/Zip:** Virginia Beach, Virginia 23464

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC has to put a stop to it. Furthermore, this decision must not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, then they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have now, and if I have kids and grandkids in the future, I don't want them to be forced to accept that kind of Internet either.

Additionally, these programs create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

I am NOT a Verizon customer, but I still don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans must be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and force these companies to follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email or snail mail.

(b) (6)

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[Ticket: # 995271 - XXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 5:45:31 PM

**City/State/Zip:** Irving, Texas 75061

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995329 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 6:04:48 PM

**City/State/Zip:** Shawnee, Kansas 66227

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 995335 - Galyn 's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 6:08:22 PM

**City/State/Zip:** Woodhaven, New York 11421

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 995338 - AT&T Data Cap](#)

**Date:** 5/23/2016 6:08:54 PM

**City/State/Zip:** Battle Creek, Michigan 49014

**Company Complaining About:** AT&T

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## **Description**

AT&T has instituted a data cap, and since DSL is a point to point data transmission, there is no reason for doing so other than to increase legacy TV revenues bu favoring its own services and discourage competition.

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**Ticket: # 995369 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 6:21:28 PM

**City/State/Zip:** Madera, California 93638

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586588 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:05:58 PM

**City/State/Zip:** Arvada, Colorado 80004

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 996546 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 10:52:59 AM

**City/State/Zip:** Grand Rapids, Michigan 49503

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995442 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 6:46:36 PM

**City/State/Zip:** Roeland Park, Kansas 66205

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586652 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:19:14 PM

**City/State/Zip:** Gloucester, Massachusetts 01930

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 995772 - XXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 9:19:13 PM

**City/State/Zip:** Silver Spring, Maryland 20906

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for the sake of privacy, I'm providing the number of an advocacy group instead of my own. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995818 - Sudden Data Caps**

**Date:** 5/23/2016 10:02:22 PM

**City/State/Zip:** Pearland, Texas 77581

**Company Complaining About:** AT&T

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### **Description**

At&t send email and postal mail announcing the sudden implementation of data caps starting on May23rd. If you try to change your service they charge you a "cancellation fee" even though they changed the terms of service and give you no way to cancel if you disagree without paying a fee. At&t also started there caps on the 20th suddenly and without prior notice.

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**Ticket: # 1586657 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:19:39 PM

**City/State/Zip:** San Diego, California 92116

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 995889 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/23/2016 10:52:06 PM

**City/State/Zip:** Pine Bluff, Arkansas 71601

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995890 - monopoly**

**Date:** 5/23/2016 10:52:47 PM

**City/State/Zip:** Miami, Florida 33187

**Company Complaining About:** AT&T

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## **Description**

You broke up ma bell because they were a monopoly and the only thing that the consumer got out of that was higher prices. Now that ma bell gobble up all the little bells back up and a lot more i have to ask, who the hell is bribing you people that you let the same people that own the telephones services also own the entertainment services also own the internet services. Please just get on tv and tell us the public to bend over and spread them because we are about to get screwed and the government for the people and by the people is not going to do a darned thing to stop it because they are in the pockets of this corporations. Is their anything u people do to force this companies to compete fairly or all you do its wait for friday to collect a hefty paycheck.

My complain is not with comcast or at&t for i know the scumbags that they are. My complain its towards you cause you let this companies just rape the consumer.

1. Internet providers charge for a certain amount of Mbps but don't have to delivered what they are charging for.
2. Data caps. Penalty if you go over but no money credited if you stay under.
3. Why are the same people that own internet and satellite access own internet and satellite television services. If people cut the cord because they are tired of being rape by Satellite and cable television all this companies have to do is raise the price on internet access to continue raping the consumer.
4. Contracts. What give this companies the right to hold anyone to a contract. If the service is good the consumer will continue to use their services, if services are bad the consumer should have the right to look elsewhere without penalties. Its call competition and this contracts kill that free competition.
5. Equipment. Why do we have to rent the equipment from this companies.

And many, many more which I am sure you already heard over and over like preferring to have a root canal that to call Comcast customer service to cancel the service but this practices continue and you do nothing. Maybe some folks are correct when they say that many government agencies are a waist of money and should be eliminated. I'm starting to see some wisdom in that.

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**Ticket: # 995892 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 10:56:49 PM

**City/State/Zip:** Castle Pines, Colorado 80108

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995918 - X X's complaint re: ISP Zero Rating**

**Date:** 5/23/2016 11:42:40 PM

**City/State/Zip:** San Francisco, California 94105

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995926 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 12:09:34 AM

**City/State/Zip:** Watertown, New York 13601

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995933 - XXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 12:22:46 AM

**City/State/Zip:** Cleveland, Ohio 44108

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995938 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 12:26:44 AM

**City/State/Zip:** Chatsworth, California 91311

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 995954 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 12:43:17 AM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995960 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 12:56:57 AM

**City/State/Zip:** Atlanta, Georgia 30329

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 995969 - AT&T U-Verse Data Caps**

**Date:** 5/24/2016 1:19:19 AM

**City/State/Zip:** Houston, Texas 77099

**Company Complaining About:** AT&T

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## **Description**

AT&T will start imposing a data/usage cap of 600GB/month on my internet plan on May 23, 2016. There are 3 of us in this household and we regularly stream digital content from various sources. So far, we're looking to at least DOUBLE that data cap. We're just an average family, just like millions across America. We don't believe our internet use is out of the norm. AT&T's prices are already WAY overpriced. Now, they're looking to overcharge us further with ANOTHER \$30 "unlimited" fee just to use the internet like how it's intended. Their actions are in direct violation of Net Neutrality. Please stop them.

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[Ticket: # 996007 - XXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/24/2016 5:19:44 AM

**City/State/Zip:** Long Beach, California 90803

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 996034 - Internet data caps](#)

**Date:** 5/24/2016 7:02:05 AM

**City/State/Zip:** Newark, New York 14513

**Company Complaining About:** AT&T

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## **Description**

Internet data capstone have plagued our area and areas around the country. This is a monopolized move as there commonly no alternatives. We don't have caps on radio or TV that have existed for decades yet the Internet no longer in its infancy is now being suppressed by these unconstitutional greedy corporations. I wish more people would send these complaints rather than sit on their butts. I hope this provides some sort of change. If not, the complaints will keep coming.

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[Ticket: # 996046 - AT&T data cap](#)

**Date:** 5/24/2016 7:19:41 AM

**City/State/Zip:** Booneville, Mississippi 38829

**Company Complaining About:** AT&T

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### **Description**

AT&T is imposing a data cap on its Internet users. Data is arbitrary. This is an attempt to retain revenue from those who no longer wish to purchase TV plans.

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[Ticket: # 996078 - Outrage over data caps](#)

**Date:** 5/24/2016 7:53:51 AM

**City/State/Zip:** Hockley, Texas 77447

**Company Complaining About:** AT&T

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## **Description**

Need to get rid of data caps. Att just set in motion their data caps and it's unacceptable. I know you can't do much for me by yourselves. But please I urge you to look into making these caps illegal. This is a step in the wrong direction for the Internet. This is a gross attempt by att to continue to make a profit and it will actually be hurting customers now. Again I urge you to look into this. Many are outraged, and just because they don't voice their opinion doesn't mean the problem doesn't exist. Thank you for your time.

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**Ticket: # 1586837 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:46:42 PM

**City/State/Zip:** Seabrook, Texas 77586

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 996083 - AT&T Newly Imposed Data Cap**

**Date:** 5/24/2016 8:00:23 AM

**City/State/Zip:** Lansing, Michigan 48911

**Company Complaining About:** AT&T

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**Description**

ATT has newly enforced a Data Cap over our internet plan. As a household that primarily uses streaming services to view media, this will drive up our internet price essentially forcing us to either get a TV package through them, pay an additional thirty dollars per month, or make television viewing something that we rarely do.

In an age where everything happens over the network, whether the wife to be is online collaborating with other students for school or I am telecommuting, gaming, or streaming media, we will meet or exceed this data cap in no time at all.

Generally a move like this from ATT would prompt me to change my internet provider, however they are the only provider that I can get in my area. Something needs to be done to protect the consumer in situations like these.

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**Ticket: # 996090 - Being Punished for Cord Cutting****Date:** 5/24/2016 8:06:38 AM**City/State/Zip:** Bentonville, Arkansas 72712**Company Complaining About:** AT&T

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**Description**

AT&T just instituted their data caps and I am being told that I have already consumed 47.7 GB of my allotted 600GB limit. I am a typical consumer and it is clear that I will exceed their cap. This data cap has nothing to do with congestion and if it did it would be a BANDWIDTH CAP rather than a volume cap. Instead, this policy is meant to punish users of online streaming services, which you can explicitly see because AT&T waives this fee for users of its TV services.

National Cable and Telecommunications Association president Michael Powell told a Minority Media and Telecommunications Association audience that cable's interest in usage-based pricing was not principally about network congestion, but instead about pricing fairness. Asked by MMTC president David Honig to weigh in on data caps, Powell said that while a lot of people had tried to label the cable industry's interest in the issue as about congestion management. "That's wrong," he said. "Our principal purpose is how to fairly monetize a high fixed cost." But in this case that is clearly wrong, because AT&T does not provide any credit whatsoever for users that go under their limits (like my grandma). So even by the industries own admission, this is not about managing networks.

This policy is clearly aimed at punishing cord cutters that opt out of AT&T TV services, and the notion of fixed line Internet services being subject to congestion issues like this has been debunked numerous times. Fixed line networks have limited data transmission rates, but unlimited data volume capabilities, so it's clear this is a cash grab not rooted in reality.

I urge the FCC to fully regulate AT&T as a utility under Title II. It is clear that AT&T is using its monopoly/duopoly power to extort cord cutters and other regular users.

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**Ticket: # 996100 - AT&T Falsely Advertised Internet Speeds and Forced Subjection of Data Caps**

**Date:** 5/24/2016 8:12:00 AM

**City/State/Zip:** North Richland Hills, Texas 76182

**Company Complaining About:** AT&T

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**Description**

I pay for 18Mbps yet I consistently get around 1 to 2 Mbps during the afternoon and now being put on data caps which only serves to stifle innovation and hurt the consumer. Mean while China has speeds in some areas that are over a thousand times better. A 1000 TIMES BETTER THAN WHAT THE SUPPOSEDLY GREATEST COUNTRY IN THE WORLD HAS.... CHINA. If our future in this world has any innovation in technology that is going to have anything to do with the internet, is going to be developed somewhere else and a lot faster. This type of business practices which the FCC should have already ruled against these kinds of practices no too long ago, is a detriment not only to the customers but to the future of this nation.

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[Ticket: # 996106 - At&t data caps](#)

**Date:** 5/24/2016 8:14:42 AM

**City/State/Zip:** Louisville, Kentucky 40217

**Company Complaining About:** AT&T

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## **Description**

At&t uverse Internet is not subject to a data cap, with overages costing extra or the option to pay \$30 more (half of my current bill!) to avoid these charges. This is completely unfair for consumers who often have few choices of isp, if any.

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**Ticket: # 996115 - Data Caps and Local Monopolies**

**Date:** 5/24/2016 8:17:36 AM

**City/State/Zip:** Millville, New Jersey 08332

**Company Complaining About:** Comcast

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## **Description**

I'm growing increasingly concerned about the advent of data Caps for domestic high speed Internet. The willingness of cable and fiber companies to seek agreements with local municipalities to establish Monopolies, restrict competition, and outlaw the formation of municipal broadband networks seems to me to be one of the greatest existing threats to the future prosperity of America. I would appreciate seeing the FCC take strong actions to restrict the anticompetitive behavior of ISPS and to open the market for a greater proliferation of municipal owned services in this realm.

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**Ticket: # 1582935 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:07:06 PM

**City/State/Zip:** Chicago, Illinois 60622

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 996132 - Data Caps**

**Date:** 5/24/2016 8:27:13 AM

**City/State/Zip:** Billings, Montana 59101

**Company Complaining About:** AT&T

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## **Description**

How are data caps fair? How are all these major ISPs able to merge into these huge "natural monopolies?" Both things that I have listed are unfair and anti-consumer like practices. These huge companies may say that they're "looking out for their customers," or "these 'packages' give our consumers a 'better experience' in the term," but really what these huge companies are doing is squeezing every last penny out of their customers. I wish I could switch to something more ACTUALLY user friendly, but unfortunately they're the only ISP in my area that offers decent internet speeds. Do something for the future to prevent these companies from ever merging into "natural monopolies," and from ever trying to punish us with arbitrary data caps that serve no purpose other than to make pure profit off their consumers.

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**Ticket: # 1587013 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:25:07 PM

**City/State/Zip:** Cheshire, Connecticut 06410

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 996195 - Data Caps**

**Date:** 5/24/2016 8:49:13 AM

**City/State/Zip:** Plano, Texas 75024

**Company Complaining About:** AT&T

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## **Description**

Many ISP's (including my own) have started or will begin to start enforcing data caps on internet. I am wonder how could this even remotely be allowed? We have gone from unlimited mobile data and internet to now having caps on both (despite all the money these companies have been given to upgrade their infrastructure).

To make matters worse, they magically will not enforce data caps on people who also have cable. Crazy, it's like they are trying to force cord cutters to purchase TV.

What does the FCC plan to do about these unfair practices? That market is a natural monopoly and an answer of "if you don't like it switch providers", doesn't work. Short of Google Fiber coming to town (it's amazing how the companies will drop their prices and up the speeds in areas where Google is), we have no other options.

We have seen Municipalities try and create their own, only to be shut down from lobbying. These companies have no competition.

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**Ticket: # 996198 - ATT Internet Data Cap - Home Internet**

**Date:** 5/24/2016 8:50:18 AM

**City/State/Zip:** Wixom, Michigan 48393

**Company Complaining About:** AT&T

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## **Description**

AT&T is now introducing a data cap for Internet services which I believe is a punishment for customers who solely choose them as an Internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc.... I am limited in my choice for internet service providers, and the only two providers to my region (ATT and Comcast) now have data caps. I believe this is predatory practices that they can get away with due to monopolies.

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[Ticket: # 996202 - At & t broadband data cap](#)

**Date:** 5/24/2016 8:51:05 AM

**City/State/Zip:** Oceanside, California 92056

**Company Complaining About:** AT&T

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## **Description**

This is horseshit, this is a completely anti consumer thing they have done only to fill more money in their greedy monopoly pockets. No isp should ever cap data, the precedent has always been unlimited data, so it should stay that way godamnit. Please break up this natural monopoly by at&t and comcast, and set a precedent that if you set a data cap, you will be fined

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**Ticket: # 996207 - Data Caps as a means to prevent competitive market**

**Date:** 5/24/2016 8:52:38 AM

**City/State/Zip:** Lisle, Illinois 60532

**Company Complaining About:** AT&T

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## **Description**

I wish to complain about the practice by cable providers such as ATT & Comcast (to mention but two), whom implement data caps for consumers.

I am an AT&T customer who has been told because I also have their TV service I will not be data capped; however if I were to drop the cable TV portion I would be capped at 600gb per month. On the face of it this is a lot of data, but when you consider my household of 4 people, we effectively have 150gb each. Given our preference to stream content and play console games that demand updates or other downloads of up to 50gb, not to mention staying in touch with family members via Skype, this limit can easily be reached, IDF not exceeded.

The practice of capping is a malpractice to prevent competition from streaming service providers such as Netflix being successful and clearly is represented because having there cable TV service remove the cap.

Please stop data capping as a general practice, implemented with fair price guidelines WITH enforcement.

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[Ticket: # 996212 - AT&T Data Caps](#)

**Date:** 5/24/2016 8:52:58 AM

**City/State/Zip:** St Louis, Missouri 63123

**Company Complaining About:** AT&T

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## **Description**

I live in an apartment that is limited to only AT&T Uverse services, for both television and Internet. I pay for only Internet because I have no need for television. With AT&T beginning a data cap policy, I can no longer use the Internet as I intended to when I signed up for my services, and I cannot change as they hold a monopoly over the area. This is unethical and selfish, and it needs to end.

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**Ticket: # 996225 - AT&T Data Caps on Wired Connections**

**Date:** 5/24/2016 9:00:00 AM

**City/State/Zip:** Glendale, California 91206

**Company Complaining About:** AT&T

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**Description**

AT&T is violating net neutrality by imposing data caps on their wired internet connections, such as U-Verse. Full article here: <https://www.dslreports.com/shownews/ATT-Begins-Capping-Broadband-Users-Today-137031>

"AT&T says customers on U-Verse tiers with speeds between 768 Kbps and 6 Mbps will now face a 300 GB cap; customers on U-Verse tiers of speeds between 12 Mbps and 75Mbps will see a 600 GB cap; and customers on speeds between 100 Mbps and 1 Gbps will see a cap of 1 terabyte."

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[Ticket: # 996255 - AT&T Fast lane introduction](#)

**Date:** 5/24/2016 9:16:33 AM

**City/State/Zip:** Atlanta, Georgia 30339

**Company Complaining About:** AT&T

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## **Description**

AT&T has, starting today, introduced a data cap (which has never been advertised on these accounts prior), with paid prioritization in an attempt to market their TV services (of which they have repeatedly advertised by both mail and email). This is a major change to the billing system that essentially forces internet users to pay an increased amount for a lower level of service.

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[Ticket: # 996229 - ATT Data Caps](#)

**Date:** 5/24/2016 9:01:33 AM

**City/State/Zip:** Byhalia, Mississippi 38611

**Company Complaining About:** AT&T

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## **Description**

ATT is using its monopoly on local internet/TV service to put data caps in place to punish cord-cutters. There is no reason for them to do this except to try to squeeze more money out of us. The only way to get rid of the unnecessarily restrictive caps is to subscribe to their TV service. On top of that, the speed is about 1/2 of what is advertised and cost twice as much for 1/50th the speed that friends in markets with competition get.

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**Ticket: # 996235 - ISP Data Caps**

**Date:** 5/24/2016 9:05:42 AM

**City/State/Zip:** Johns Creek, Georgia 30097

**Company Complaining About:** AT&T

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## **Description**

In light of recent news concerning ISP data caps, it is astounding that such business practices are allowed in this country. Not only are ISPs already charging for sub-par service and data speeds, but now they are attempting to create data limits and charge extra for unlimited data, where data was already unlimited before. This wouldn't be an issue if the consumer had other options, but the few companies who provide internet service have an oligopoly on the consumer which is either supported or willfully ignored by the government. I ask that you please do something in order to not only prevent data caps, as they are unnecessary and an attempt at a money-grab, but force ISPs to provide service and internet speeds equal to what they are charging. The consumer can't stand up for themselves as there are 1-2 options of ISPs in most areas, so we ask that the FCC stand up for us.

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**Ticket: # 996237 - Forced to buy TV or pay a lot more by AT&T**

**Date:** 5/24/2016 9:06:35 AM

**City/State/Zip:** Milan, Michigan 48160

**Company Complaining About:** AT&T

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## **Description**

AT&T has recently started using a data cap with their service to milk more money out of customers. My household uses AT&T because in our little town (Milan, MI) its really the only choice unless you like dial-up speeds. But with AT&T's new cap policy we can no longer afford to use our content streaming services. Because we stream Netflix, Amazon Prime TV, and STEAM, our data cap would be passed many times over in a single month leading to multiple upcharges to our account. We could of course avoid these with a different extra fee, or by buying AT&T television, which we don't need or even want.

Why is it alright for the only game in town to change to rules and force us to pay more because we don't want cable? It's extortion, and wrong, and we need help.

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[Ticket: # 996243 - AT&T data caps](#)

**Date:** 5/24/2016 9:09:13 AM

**City/State/Zip:** Bowling Green, Kentucky 42101

**Company Complaining About:** AT&T

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## **Description**

AT&T the only service available in my area, who already never have had the speeds we pay for are now rolling out data caps on this service we already are paying for. It is not getting cheap, it is just being arbitrarily limited. This would be no different than a TV provider limiting the hours you can watch TV a month. This is pushing us back as a country while so many other countries are getting faster and better service in the world.

The further problem is the regional monopolies these companies have made for themselves. They try and say they are not a utility to avoid the over site that would put on them, but they absolutely behave like one. This is a service so vital to everyone that it should be a utility. I use my internet to work from home when I need to so this kind of capping stifles my ability to make a living.

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**Ticket: # 996248 - Javascript injection**

**Date:** 5/24/2016 9:11:01 AM

**City/State/Zip:** Cedar Rapids, Iowa 52403

**Company Complaining About:** Mediacom

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## **Description**

Mediacom is injecting mediacom javascript into all websites I visit, the javascript puts a banner above all webpages to notify me

of how much data I have used towards my data cap. I did not ask for this information, they are running a program on my computer

that I did not authorize. Unauthorized computer access is a crime. I find it intrusive and abusive. I pay for access to the internet, not for my

ISP to inject their programs into my data streams. If I wanted to login to Mediacom's website I would do that myself. I would also

like to know if this javascript that is added to all website visits are then being used as part of my data cap? Do they have a way

of excluding that from the way they determine how much data I use to bill me? It is a small program but multiplied by every single

page refresh could be significant. Further more, I demanded this be stopped on June 25th 2015 and opened up FCC ticket number 337094 on this exact same matter.

This was corrected at that time, but it is no longer corrected. I am getting the javascript injections again from ip address (b) (6)

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[Ticket: # 996282 - Internet Data Caps](#)

**Date:** 5/24/2016 9:30:04 AM

**City/State/Zip:** Waterbury, Connecticut 06705

**Company Complaining About:** Comcast

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## **Description**

Comcast, AT&T, and others have local monopolies for their territories. They are now instituting data caps that are unfair to consumers, who have no choice but to go with the only provider available to them. It is unfair to limit access to the internet, or charge obscene fees.

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[Ticket: # 996259 - Data caps are a scam](#)

**Date:** 5/24/2016 9:19:35 AM

**City/State/Zip:** Huntsville, Alabama 35816

**Company Complaining About:** Xfinity

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## **Description**

Data caps are ridiculous and a scam. I dont understand why Im paying more money for more data when it started as unlimited data? The caps now are stupid. There arent even options to change companies. I cant switch to broadband provider X instead of Xfinity because there is no provider X. Please end data caps.

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**Ticket: # 996263 - AT&T Data Caps**

**Date:** 5/24/2016 9:23:11 AM

**City/State/Zip:** Greenwood, Indiana 46142

**Company Complaining About:** AT&T

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## **Description**

I am outraged at AT&T and their new data caps. This is a prime example of a natural monopoly talking advantages of the consumer and taking a step backwards as opposed to forward. I feel the problem is that companies like At&t or Comcast aren't regulated or don't have an oversight committee to prevent this sort of anti-consumer practice.

These companies need to be broken up or at the very least competition needs to flourish. Perhaps municipal broadband or something else of the sort. The point is these practices aren't justified. Imagine if you were given a certain time limit just to watch TV. Or if you were given an electrical cap in an all electric apartment. Those don't make any sense and is just a way for these companies to abuse their power. We need to change this.

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[Ticket: # 996269 - Data cap on broadband internet service](#)

**Date:** 5/24/2016 9:24:58 AM

**City/State/Zip:** Akron, Ohio 44313

**Company Complaining About:** AT&T

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## **Description**

The data cap on broadband internet service is absurd.

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[Ticket: # 996284 - AT&T data caps](#)

**Date:** 5/24/2016 9:30:21 AM

**City/State/Zip:** Durham, North Carolina 27703

**Company Complaining About:** AT&T

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## **Description**

Seriously this data cap thing is the USA moving backwards on technology. It destroys a market place and prevents innovation. We are consistently moving in a direction of more and more data. Markets are using more and more of that data in their products and services. An xbox one or ps4 game can easily use 40-50 gigs for a simple game which can decimate someones 200g cap when combined with simple normal Netflix viewing. It's time you put a stop to this clearly anti consumer behavior.

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**Ticket: # 996273 - AT&T, Monopolies, and data caps, and broadcasting**

**Date:** 5/24/2016 9:26:23 AM

**City/State/Zip:** Veedersburg, Indiana 47987

**Company Complaining About:** AT&T

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## **Description**

First off I realize this will most likely be forgotten, or ending up in the trash bin by the end of the day, but still, you guys are the ones that are actually in charge of this kind of thing.

AT&T is starting its data cap enforcement today (ofc under the guise of "Fair use" and "Network congestion") \*UNLESS\* you happen to have their U-verse TV package as well, then you are exempt from the data cap fees.

Now I live in a rather rural area of Indiana (which is most of the state outside of Gary, Lafayette, Indy or Louisville area) so our options are rather limited.

HOW in the name of hell is this ANYTHING resembling "fair use". I watch a total of 4 series a month, so it is just economical for me (and I suspect a lot of people) to not have 20-150 channels that are NOT being used. Hell, How is this even economical in today's economical climate to be broadcasting 300 channels that \*Maybe\* 10% of your customers are using on any given day? That sounds like a LOT of waste on the provider's part.

No, the thing that triggers me to no end is the fact that unless you subscribe to TV, you get punished for watching TV that is NOT by the DSL/Cable "Broadband" providers. That is the very definition of anti-competitiveness.

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[Ticket: # 996275 - AT&T Data Caps harm consumers, go against Net Neutrality](#)

**Date:** 5/24/2016 9:27:19 AM

**City/State/Zip:** Dallas, Texas 75204

**Company Complaining About:** AT&T

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## **Description**

Today AT&T imposed data caps on their U-Verse subscribers such as myself. These data caps are completely arbitrary and are not based on limitations of the network, but based on compelling consumers to continue to pay for an out of date subscription model for classic television.

Broadband internet and ISPs require Title II classification. These data caps are an inherent danger to consumers and remove the ability for consumers to use data in a manner consistent with 21st century media.

There is no limit on how long I can watch a television station, there is no limit on how long I can listen to a radio station, there is no limit on how long I can read a newspaper.

Placing these restrictions, which are again not based on a limitation of availability, is anti-consumer and the result of an unnatural monopoly.

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[Ticket: # 996292 - Data Caps](#)

**Date:** 5/24/2016 9:32:20 AM

**City/State/Zip:** Fort Worth, Texas 76140

**Company Complaining About:** AT&T

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## **Description**

AT&T is set to put on data caps for their internet services, unless one also pays for their TV services, then you have to pay more for the unlimited data. I understand phones data caps, but abusing the monopolistic power by saying you can buy the TV service to make it unlimited is just an unnecessary jab at people who are fine with Internet streaming in place of cable/satellite tv. This whole data situation is very backwards in terms of technological progression.

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**Ticket: # 996313 - AT&T Broadband Data Caps**

**Date:** 5/24/2016 9:45:19 AM

**City/State/Zip:** Orlando, Florida 32801

**Company Complaining About:** AT&T

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## **Description**

I find it outrageous that our nation has moved AWAY from unlimited data and instead is moving towards caps on even home broadband service. These practices are not in the best interest of consumers and only serve to fatten the wallets of these large corporations. I subscribe to AT&T GigaPower internet at 300Mbps. This is leagues faster than Ive ever had before which is great, but when I subscribed I was not informed that data caps were going to be imposed upon me. I bought a 4k TV and intend to stream 4k content whenever it becomes available, and I dread how quickly that will eat through my new data allotment that AT&T have implemented. Data is not a limited resource and it's scarcity is entirely manufactured for the sole purpose of profit. Please help fix this.

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**Ticket: # 996324 - AT&T Data Caps**

**Date:** 5/24/2016 9:47:40 AM

**City/State/Zip:** Bentonville, Arkansas 72712

**Company Complaining About:** AT&T

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## **Description**

AT&T is placing data caps on all of its broadband users today. This is a blatant money grab in order to combat against users cutting cable subscriptions. In effect they are enforcing a premium on those that choose streaming services such as Netflix over their high priced cable subscriptions. This is anti-net neutrality and anti-consumer.

Given the fact that they operate as a near-monopoly (I have 2 choices, AT&T or Cox, both of which are abusing their power over consumers) the consumers have little to no bargaining power. Please, fight against cable companies that choose to exploit consumers who have little to no ability to fight back.

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[Ticket: # 996326 - Data Caps](#)

**Date:** 5/24/2016 9:47:47 AM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** AT&T

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## **Description**

AT&T's data caps are an abuse of their natural monopoly in many markets, and is decidedly anti-consumer.

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[Ticket: # 996336 - AT&T capping Internet usage](#)

**Date:** 5/24/2016 9:50:49 AM

**City/State/Zip:** Gahanna, Ohio 43230

**Company Complaining About:** AT&T

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## **Description**

AT&T is unfairly limiting access to the Internet by placing data caps on users. If you hit these caps they will begin charging you extra for you Internet usage. 10 dollars for every 50gb you exceed there cap. This is completely unfair and only allowed because if these so called natural monopolies. This needs to be put to an end and these large ISPs need to face consequences for their actions.

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**Ticket: # 996354 - XXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 9:56:22 AM

**City/State/Zip:** Medford, Massachusetts 02155

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 996361 - Unfair business practices](#)

**Date:** 5/24/2016 9:57:59 AM

**City/State/Zip:** Waukegan, Illinois 60087

**Company Complaining About:** AT&T

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### **Description**

AT&T following the example of other ISP's has now instituted data caps on all costumer lines unless they pay for the company's other services. This is unfair to the consumer and only possible due to the oligopoly ISP's have on the market. These companies are actively destroying the world's greatest information sharing tool.

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[Ticket: # 996374 - ATT broadband usage caps](#)

**Date:** 5/24/2016 10:02:15 AM

**City/State/Zip:** Florham Park, New Jersey 07932

**Company Complaining About:** AT&T

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## **Description**

How can we allow any corporation monopolize the use of internet on a product? Data caps of any kind (whether it is a broadband cap or mobile data cap) are anti-consumer, and are limiting the advancement of our internet technologies. This is not grounded in science. It is not grounded in cost saving measures. This is a cash grab and nothing else.

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**Ticket: # 999169 - Data caps**

**Date:** 5/24/2016 5:03:19 PM

**City/State/Zip:** Fresno, California 93728

**Company Complaining About:** Comcast

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## **Description**

I believe that data caps are a ripoff to the customer and that they should be done away with. They allow for companies to take advantage of people via misleading disclaimers and that they create a false shortage of perceived bandwidth.

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**Ticket: # 996380 - Data Caps**

**Date:** 5/24/2016 10:03:57 AM

**City/State/Zip:** Fishers, Indiana 46038

**Company Complaining About:** Bright House

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## **Description**

Data caps are being put on internet as an unfair business practice against customers of specific ISPs. Since these fees are waived if you purchased the TV package from these ISPs, it is an obvious tactic to punish those who embrace technology shifts and use the internet for entertainment as oppose to traditional cable. With natural monopolies, many people don't have options have switching to another ISP and this practice should be made unlawful.

I will mention bright house has not put in data caps but the trends are showing this will change and they will jump on the bandwagon.

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[Ticket: # 996389 - AT&T Data Capping](#)

**Date:** 5/24/2016 10:09:39 AM

**City/State/Zip:** Lansing, Illinois 60438

**Company Complaining About:** AT&T

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## **Description**

AT&T is going to introduce data capping to users today. These are unfair, anti-consumer business practices! Some areas of the country, without alternative ISPs, will have no choice but to choose the company that has a monopoly and is able to raise prices and lower speeds. There needs to be a break up of these so-called "natural monopolies," we need to encourage municipal broadband, install oversight committees and prevent this kind of wanton price gouging.

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[Ticket: # 996405 - Unfair data caps](#)

**Date:** 5/24/2016 10:15:31 AM

**City/State/Zip:** Oak Forest, Illinois 60452

**Company Complaining About:** Att And Comcast

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## **Description**

I live in Chicago in an area where there are only two choices for internet (Comcast and att). They now both have data caps that's they have chosen to enforce as a way of extorting money from people. This is clearly just a cash grab as data consumption was never an issue before. Now that video streaming is more common they are setting data caps they know people will exceed.

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**Ticket: # 996438 - Data Caps**

**Date:** 5/24/2016 10:23:39 AM

**City/State/Zip:** Pine Grove, Pennsylvania 17963

**Company Complaining About:** Comcast

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## **Description**

As I have been seeing in the news lately, major ISP's are implementing data caps. I think the idea of this is absurd. I have done a bit of research and from what internet technology professionals have said is, that ISP's have the resources to not implement data caps. It would be one thing if they didn't have these resources but as many people have said, they do. Internet package pricing is already outrageous compared to other countries. Europe for example has hundreds of ISP's so condition and pricing is tight and cheap. Here in the US it might cost you 10x as much.

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**Ticket: # 996483 - ATT Uverse Data cap enforcement**

**Date:** 5/24/2016 10:36:53 AM

**City/State/Zip:** Zionsville, Indiana 46077

**Company Complaining About:** AT&T

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## **Description**

Att Uverse has started enforcing a data cap on home internet users. This is an unfair, anti-consumer business practice. It is designed to be anti competitive

We need to break up these "natural monopolies," encourage municipal broadband, install oversight committees and prevent this kind of horrible price gouging.

The cost of transmitting data only goes down, and all of a sudden they are charging more for the same. the cost can not be going up to deliver the same as they did before.

Also it was widely reported that they would start tracking data usage on 5/23 but they started tracking my data usage on 5/11.

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**Ticket: # 996506 - ATT DATA CAPS**

**Date:** 5/24/2016 10:43:16 AM

**City/State/Zip:** Atlanta, Georgia 30341

**Company Complaining About:** AT&T

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### **Description**

AT&T is rolling out unnecessary and arbitrary data caps on my home internet service. They are also attempting to make me sign up for their TV service to waive this data cap. This is an obvious attempt to reduce the amount of people "cutting the chord." Thanks for your service.

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[Ticket: # 996528 - AT&T Broadband Caps](#)

**Date:** 5/24/2016 10:49:34 AM

**City/State/Zip:** Columbus, Ohio 43221

**Company Complaining About:** AT&T

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## **Description**

AT&T has a monopoly on internet services, and is attacking net neutrality by implementing data caps in an attempt to force people to stop using streaming television services and instead use their own DirectTV service.

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[Ticket: # 996554 - Data Caps](#)

**Date:** 5/24/2016 10:54:32 AM

**City/State/Zip:** Cedar Park, Texas 78613

**Company Complaining About:** AT&T

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## **Description**

ATT recently has begun introducing data caps on their internet services. Now if I want to actually have "unlimited" use of my internet, I have to pay an additional monthly fee. With how much content is now just online from streaming, to downloading digital copies of games, this cap is going to be reached quickly every month. Why impose this?

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**Ticket: # 996561 - ISP data caps**

**Date:** 5/24/2016 10:56:52 AM

**City/State/Zip:** Lansing, Michigan 48910

**Company Complaining About:** AT&T

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## **Description**

These data caps are nothing but ISP taking advantage of their monopolies to penalize customers who desire internet access and choose not to pay for television. At roughly \$100/month for television this is outrageous, and should be criminal behavior. These monopolies need to be broken, media companies should never be allowed to control "the wires", how is this different than allowing automobile companies to control the roads? This situation is outrageous and must end.

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[Ticket: # 998178 - Data caps](#)

**Date:** 5/24/2016 3:17:43 PM

**City/State/Zip:** Jefferson City, Tennessee 37760

**Company Complaining About:** AT&T

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## **Description**

My ISP, AT&T, has recently enacted data caps on mine and other customers accounts. This is against the law, and the situation needs to be rectified

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[Ticket: # 996604 - Data Cap](#)

**Date:** 5/24/2016 11:08:44 AM

**City/State/Zip:** Cedar Park, Texas 78613

**Company Complaining About:** AT&T

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## **Description**

AT&T is trying to enforce data caps on my internet usage and this worries me since it may force other companies to do the same. Also data caps make no sense in this day and age with things like netflix and other streaming services. They are trying to harm other businesses with their hold on the market. Please stop them.

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**Ticket: # 996595 - Data Cap AT&T**

**Date:** 5/24/2016 11:05:52 AM

**City/State/Zip:** Loganville, Georgia 30052

**Company Complaining About:** AT&T

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### **Description**

I recently got a letter telling my I now have to pay \$30.0 more a month to avoid a data cap of 600Gb. OR Pay \$50.00 per10Gb if I use more than 600Gb. Truly unreasonable. They are barely able to provide the paid for bandwidth, and now I have to pay more for the same service as I have yesterday. No improvements at all.

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[Ticket: # 996611 - AT&T internet data caps](#)

**Date:** 5/24/2016 11:10:01 AM

**City/State/Zip:** Austin, Texas 78717

**Company Complaining About:** AT&T

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## **Description**

I am outraged at AT&T for starting the asinine practice of creating data caps on their broadband users. It is merely a money grab aimed at people who stream video rather than subscribe to 20th century cable packages. Their pricing model clearly reflects this. They waive the cap for people who also subscribe to their cable packages. The big telecom cartel companies have to die. Their business models are outdated, anti-competitive, and anti-consumer. It is no coincidence that they have among the lowest approval ratings of any industry. I cannot tell you how much I want companies like AT&T to die. I would vote with my dollar, but nearly every market is smothered by either a telecom monopoly or duopoly, and nearly all ISPs have the same backwards policies.

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[Ticket: # 996630 - AT&T Data Cap](#)

**Date:** 5/24/2016 11:14:57 AM

**City/State/Zip:** North Richland Hills, Texas 76180

**Company Complaining About:** AT&T

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## **Description**

I am complaining that AT&T is imposing a data cap. My internet was previously uncapped and I find this unfair. AT&T is the only provider in my area so I am unable to change so I am stuck with the monopoly. I use the internet for my job and this is an outrage.

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[Ticket: # 996664 - AT&T Monthly Data Usage Cap](#)

**Date:** 5/24/2016 11:22:02 AM

**City/State/Zip:** Peoria, Illinois 61603-2751

**Company Complaining About:** AT&T

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## **Description**

As of May 23rd, AT&T began imposing a monthly data cap of 600GB per month unless I either paid an additional \$30 per month or combined my DirecTV and AT&T U-Verse internet accounts. This constitutes a huge jump in cost for no gain this customer, and in fact it is a reduction in service. This is another example of monopolies that corporate mergers create and the resulting exploitation of such status and abuse of consumers.

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**Ticket: # 996645 - AT&T Data Caps**

**Date:** 5/24/2016 11:18:10 AM

**City/State/Zip:** Orlando, Florida 32825

**Company Complaining About:** AT&T

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## **Description**

AT&T is planning on enforcing data caps of 300GB/month on their uVerse service customers. This is below the average 350GB/month that users use, and they are aware of this. They plan on pushing out a streaming service and will most likely exempt this service from the data caps they impose, pushing people away from competitive services like Netflix and Hulu.

Efforts like these undermine the efforts of the FCC in previous years, and are anti-consumer and monopolistic in premise.

As a past uVerse consumer outside of the currently affected region of these caps, I am very worried about the expansion of these malicious practices which hurt consumers with no technical benefits.

<https://www.dslreports.com/shownews/ATT-Begins-Capping-Broadband-Users-Today-137031>

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[Ticket: # 996655 - Att U-Verse Data Caps](#)

**Date:** 5/24/2016 11:20:21 AM

**City/State/Zip:** Grayslake, Illinois 60030

**Company Complaining About:** AT&T

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## **Description**

I'm appalled to learn today that ATT u-verse implemented data caps for my DSL. As a consumer, i already pay a lot for internet and this is a clear overstep of greed. I have no other choice as comcast is my only other option and they have data caps as well. Rules need to be in place to protect the american people against this greed

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**Ticket: # 996659 - Anti-Customer Practices and Local Monopolies**

**Date:** 5/24/2016 11:21:14 AM

**City/State/Zip:** Santa Ana, California 92707

**Company Complaining About:** AT&T

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## **Description**

I live in a fairly populated area, California's Orange County, in an apartment complex that's across the street from one of the largest, most expensive shopping centers in the country. I work for a fairly large tech company that provides core components to server centers and many huge computing solution brands.

Yet, I'm stuck with a single choice of an internet provider - AT&T - and that provider just told me about the arbitrary data caps that they're putting on top of their services here.

I'm not the biggest consumer of media, having neither a TV nor an active Netflix account, but I am not at all comfortable with the business practice of these new data caps being put into place. Here are my top three reasons for this:

1) AT&T does not seem to provide any kind of bandwidth or data monitoring service. I have scoured my available account information looking for some kind of records of "How much data am I using?" so that they can fairly inform me if I am anywhere near these new caps they are putting into place. I cannot find this information, so I can only assume my first warning towards approaching these caps would be the fees associated with going above them.

2) AT&T is offering to remove the data caps for an additional fee, or for those who have specific media packages, such as Uverse or DirectTV television. For me, all that is translating to is having to pay more for the services I had previously. That doesn't make any sense to me.

3) There simply isn't availability to alternative services. I have contacted other service providers in the region, but I can't seem to find any that are able to offer a service to my address with an exception to mobile broadband/LTE services which are hardly comparable to landline connectivity in available speeds and response times.

While I'm unsure as to what direct resolutions may be available, I at least want to thank you for your time and attention into these seemingly abusive/strong-arm business practices.

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**Ticket: # 996676 - Broadband Data Caps**

**Date:** 5/24/2016 11:27:00 AM

**City/State/Zip:** Cedar Falls, Iowa 50613

**Company Complaining About:** AT&T

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## **Description**

FCC,

I'm concerned about the new data caps for domestic high speed internet. I believe cable and fiber companies are taking advantage of thier position to establish monopolies, and even outlaw the formation of municipal broadband networks. In my opinion, this is a serious threat to the future prosperity of our nation. We should be embracing new, high quality fiber internet services such as Google Fiber. We need open, affordable, fast internet services that are not capped. I don't believe data caps are necessary due to hardware limitations, but an anti-competitive method used to gouge consumers. I would like to see the FCC take strong actions to restrict this sort of behavior by ISPs and to open the market for the growth of municipal owned services.

Thanks for your time.

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**Ticket: # 996690 - Broadband Data Caps**

**Date:** 5/24/2016 11:31:37 AM

**City/State/Zip:** Germantown, Tennessee 38139

**Company Complaining About:** AT&T

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## **Description**

The data caps now imposed by Comcast and AT&T are a solely anti-consumer move intended to impede customer choice, and prevent the use of online streaming services as an alternative to overpriced cable TV services. Internet service providers continue to run rampant with overpriced and inadequate internet service, arbitrary fees, and now the implementation of data caps. Government intervention is needed to prevent the suppression of a free and open market, and allow for all American citizens to access a free and open internet - the single largest collection of knowledge and information to ever exist.

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**Ticket: # 996706 - Data Cap**

**Date:** 5/24/2016 11:34:14 AM

**City/State/Zip:** Novi, Michigan 48377

**Company Complaining About:** AT&T

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## **Description**

AT&T recently implemented a data cap on internet usage. They also give an option for "unlimited" data usage for an extra fee, or signing up for their TV packages.

This is a completely unfair and anti-consumer business practice that needs to be resolved.

This is a growing concern in that ISP's are creating monopolies with local municipalities, locking consumers into one ISP, and then charging them extra for using a service they already pay for.

The ISP's claim these caps are to help combat congestion issues, but this is the complete wrong way of going about it. They should be updating their infrastructure to handle the increase in internet traffic.

As technology progresses, we are all becoming more dependent on having an internet connection.

Internet shouldn't be seen as a luxury, but as a necessity.

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[Ticket: # 999244 - Data caps](#)

**Date:** 5/24/2016 5:10:16 PM

**City/State/Zip:** Burke, Virginia 22015

**Company Complaining About:** Verizon Wireless

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## **Description**

Data caps is not a solution for network congestion and is an arbitrary way to fix it. It is like trying to solve rush hour traffic by limiting the mileage people are allowed to drive per month.

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**Ticket: # 996713 - AT&T U-Verse Data Caps**

**Date:** 5/24/2016 11:36:08 AM

**City/State/Zip:** Aurora, Illinois 60504

**Company Complaining About:** AT&T

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## **Description**

AT&T adding Data Caps to Uverse internet services that are already under way with customers is not right. This impacts ability to explore other options outside of the ever growing expenses of cable tv, subsidizing dozens of channels never watched or needed, and the insanity of "renting" a cable box. This approach is an obvious swipe to prevent customers from dropping cable and switching to streaming providers. That really forces you to pay close to \$130+, which means we're subsidizing AT&T cable division, just to get internet and streaming. This will hurt competition, and allow the overly entrenched behemoths to continue to monopolize and strangle the market.

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**Ticket: # 996727 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 11:40:18 AM

**City/State/Zip:** Jamaica Plain, Massachusetts 02130

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 996743 - Outraged with data caps](#)

**Date:** 5/24/2016 11:43:09 AM

**City/State/Zip:** Charlotte, North Carolina 28269

**Company Complaining About:** AT&T

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## **Description**

ATT just put a cap on my data. As someone who makes a living from uploading/downloading picture and video files, they theoretically put a cap on how much work I am allowed to do in a given month. These natural monopolies cannot be allowed to exist. I now have to choose which sucks less between having inconsistent speeds and connectivity in cable or data caps from ATT. There is no justification to allow these arbitrary data caps. Please do something about this.

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**Ticket: # 996799 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 11:52:08 AM

**City/State/Zip:** Grayson, Georgia 30017

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 996757 - AT&T U-Verse Data cap.](#)

**Date:** 5/24/2016 11:44:18 AM

**City/State/Zip:** Mesquite, Texas 75150

**Company Complaining About:** AT&T

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### **Description**

As of March 23rd, 2016 - AT&T U-Verse has enforced a data cap on our services.. obviously this is a ridiculous tactic used ONLY to hurt people who do not wish to pay for cable television services.. unacceptable. please do something about this.

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[Ticket: # 996758 - At&t data caps](#)

**Date:** 5/24/2016 11:44:32 AM

**City/State/Zip:** Houston, Texas 77081

**Company Complaining About:** AT&T

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## **Description**

Today At&t established data caps and are going to start charging \$10 extra per 50gb over the allowance. How did this come about that there were no data caps in the past and there are? Why is this being allowed when multiple companies have come out to say that data caps are an excuse to increase revenue? Why has the government allowed this to happen and are seemingly doing nothing to halt the greed of these multi-billion dollar companies? Why is the liberty of the citizens of the USA constantly in jeopardy? This is just another backwards steps for the public. Net neutrality needs to be established.

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[Ticket: # 996763 - Bandwith caps](#)

**Date:** 5/24/2016 11:46:08 AM

**City/State/Zip:** San Luis Obispo, California 93406

**Company Complaining About:** AT&T

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## **Description**

The imposition of data caps is not about service, but raking in more cash.

In my area we have AT&T or charter/times Warner ONLY, no other choices.

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[Ticket: # 996764 - Data caps and unreliable service](#)

**Date:** 5/24/2016 11:46:09 AM

**City/State/Zip:** Cypress, Texas 77433

**Company Complaining About:** AT&T

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## **Description**

AT&T is starting to enforce a data cap if we do not have UVerse TV or DirecTV today. Because I can pay \$30 more per month it is clear to have the privilege of unlimited data it is clear this is not due to strain on the service. On top of this for the past four months my internet has been completely unreliable. I have the option to swap to Comcast Xfinity but that's even more expensive and they have also begun to enforce data caps in our area. This is completely unacceptable as my husband cannot work from home without Internet.

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[Ticket: # 996767 - ATT Uverse Implementing Data Caps](#)

**Date:** 5/24/2016 11:46:19 AM

**City/State/Zip:** Overland Park, Kansas 66202

**Company Complaining About:** AT&T

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## **Description**

My Uverse internet now has an imposed data cap, when before it did not. This change was forced upon me and my original contract said nothing about it. This is clearly anti-consumer.

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[Ticket: # 996770 - AT&T U-Verse Data Cap](#)

**Date:** 5/24/2016 11:46:48 AM

**City/State/Zip:** Long Beach, California 90815

**Company Complaining About:** AT&T

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## **Description**

AT&T has imposed a data cap on its customers. I am writing to complain about these unfair and anti-consumer business practices. There is a huge need to break up these so-called "natural monopolies," encourage municipal broadband, install oversight committees, and prevent this kind of wanton price gouging. Your investigation and assistance on this matter is appreciated.

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**Ticket: # 996790 - Data Caps**

**Date:** 5/24/2016 11:51:25 AM

**City/State/Zip:** Leawood, Kansas 66224

**Company Complaining About:** AT&T

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## **Description**

At&t has started placing data caps on people without their TV service to discourage people from using streaming services by charging new fees that were not there when people signed up for their services.

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**Ticket: # 996809 - Forced Data Caps**

**Date:** 5/24/2016 11:55:02 AM

**City/State/Zip:** Dearborn Heights, Michigan 48127

**Company Complaining About:** AT&T

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### **Description**

As of 5/23/16, AT&T are mandating data caps on customers' wireless internet service (unless they pay another 30 bucks/month for unlimited data OR pay for AT&T TV). Holding unlimited data hostage behind TV service that I don't need or want is a clear ploy to deter customers from using TV alternatives (Streaming services) and seems blatantly anti-consumer.

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**Ticket: # 997691 - No data caps!**

**Date:** 5/24/2016 2:20:31 PM

**City/State/Zip:** Bronx, New York 10470

**Company Complaining About:** Verizon

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## **Description**

I am strongly against cable companies imposing data caps on their customers, I feel this goes against the spirit of the Internet and the freedom of information. Cable companies make billions in profits every year they do not need to get any richer. I also feel there is a strong monopoly in place in regards to cable companies and this practice has to change.

Thank you for your time

**(b) (6)**

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[Ticket: # 996824 - AT&T has started to issue arbitrary data caps for internet usage per month.](#)

**Date:** 5/24/2016 11:57:50 AM

**City/State/Zip:** Austin, Texas 78749

**Company Complaining About:** AT&T

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## **Description**

AT&T before had to issue these data caps. You'd think if they could handle the traffic before why do they require caps now, because they are trying to squeeze more money for no improvement to the service. This move feels very opposed to the Net Neutrality Act which was signed in not too long ago.

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**Ticket: # 996851 - AT&T Data Cap**

**Date:** 5/24/2016 12:03:12 PM

**City/State/Zip:** Austin, Texas 78754

**Company Complaining About:** AT&T

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## **Description**

Today AT&T began placing data caps on the Uverse internet plan my family pays for. They offer three speeds (6 mbps, 12 mbps, and 100mbps) each with a different cap on the amount of data one may use per month. I believe it is 100gb, 240gb, and 600gb respectively. This is in no way fair to consumers and was not done for any reason related to infrastructure stability. When comcast first did the same thing, engineers came out to say the same in that case. I do not believe it is in our public interest to allow ISP's to do this as it will lead to families having to pay more for a service that is a utility, while in turn leaving less income for other ways to generate market activity.

This is especially frustrating for me as a college student because I spend a lot of time on the internet for school, which includes watching documentaries, live recordings, and various other forms of media. That is something that will be put in jeopardy by this action. Sometimes I wont be able to study more at the risk of going over a data limit that was set for no reason other than making money. I believe this because I was also offered the choice to spend \$30 more per month to go without having to worry about the data cap. To me, that made it apparent that this was not about limiting traffic for the sake of the infrastructure, no, it is simply about making back the money they have lost to "cord cutters."

While other countries have moved toward removing data caps thats used to be in place (NZ, AUS, UK) we are at a point where we can choose to move forward or allow ourselves to go backward. I hope you hear my cry for help, as well as the many others across the nation that are being adversely effected by the pseudo-monopolies that ISP's have over the market. Many neighborhoods only qualify for one option between Comcast, Time Warner, or AT&T, with the occasional small town company in between and we cannot allow those companies to take advantage of the little power we as consumers currently have. I do not have the choice to go without this service, and choosing between AT&T or Time Warner is simply picking the less of two evils. Fortunately Google Fiber is being rolled out in my city over time so I will have an escape of sorts, but most people are not that lucky. I hope the FCC will eventually act in favor of consumers and help protect the people by keeping companies from doing this sort of thing. I knew this day would come years ago when data caps on mobile data were fist unrolled, but I hoped that the fat that this data is all hard-wired would help us fight it off. Consumers are losing out and dont have the power to do anything about it in this case.

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[Ticket: # 996858 - AT&T Data Caps](#)

**Date:** 5/24/2016 12:04:34 PM

**City/State/Zip:** Sacramento, California 95842

**Company Complaining About:** AT&T

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## **Description**

AT&T has instated Data Caps for all plans, but has included unlimited for plans that include DIRECTV or UVerse TV in the plan. The "rewarding" of unlimited, which would normally cost \$30, is obviously a way for AT&T to combat those using the internet for their media consumption. AT&T is price gouging customers who are not purchasing their television services, or strictly limiting their internet usage. This goes against net neutrality, and is incredibly anti-consumer. Data caps help no one, but the companies setting them. Without competition in my area I have no options, but to accept internet from Comcast or AT&T both who enforce data caps.

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**Ticket: # 996865 - Data Caps on home internet services**

**Date:** 5/24/2016 12:05:23 PM

**City/State/Zip:** Pacific Grove, California 93950

**Company Complaining About:** Comcast

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## **Description**

I believe the FCC needs to step in and halt the wanton price gouging that companies like AT+T and Comcast are engaging in. The use of data caps and surcharges to remove said caps which have been arbitrarily imposed by these companies is a shameful display of greed. These companies which are facing decreased revenue from their television services have decided to recoup lost profits by creating a cap to data that limits the ability to stream music, videos, and access other content that the internet provides without exceeding their ridiculously low limits. The idea that we should move away from unlimited and unregulated data to a limited data structure is entirely idiotic. These data limits are entirely based on extracting as much revenue from consumers as possible while providing the bare minimum of services and should be fought by any agency that purports to defend the public's interest.

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Ticket: # 996875 -

**Date:**

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[Ticket: # 996878 - Broadband data caps are unacceptable](#)

**Date:** 5/24/2016 12:06:51 PM

**City/State/Zip:** Austin, Texas 78703

**Company Complaining About:** AT&T

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## **Description**

Broadband data caps are horrible and unacceptable. They prevent me from accessing necessary information online and have been proven time and time again to be purely about sucking out more money from the consumer. Internet is a necessity in modern society and capping broadband is not only bad for the consumer, but our economy as a whole. Please stand up to the ISP monopolies and stop this atrocious money grab. Please END BROADBAND DATA CAPS

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**Ticket: # 997400 - Data Caps**

**Date:** 5/24/2016 1:37:43 PM

**City/State/Zip:** Elliott City, Maryland 21042

**Company Complaining About:** Verizon

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**Description**

Please do not allow data caps!

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**Ticket: # 996882 - ATT Data Cap****Date:** 5/24/2016 12:07:35 PM**City/State/Zip:** Birmingham, Alabama 35244**Company Complaining About:** AT&T

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**Description**

I've been a customer of ATT's UVerse internet for 7 years and they enacted a data cap on my service this month. I have a 600gb cap and they offer a 50gb/\$10 or unlimited/\$30 overage fee. I have a family of five that regularly uses our broadband for services, and I work from home.

Checking our usage, we will routinely go over our data cap by several hundred gigabytes. We use streaming video for the kids on the TV, tablets, and phones. I use a VPN at home to connect to work to perform my duties. I buy games online for consoles, which regularly have download sizes of over 30gb's. Multiply that by several consoles for myself and the kids and I could easily see 10% of my data cap used with just one game release during the month.

This data cap reduces the usefulness of the existing service that I've enjoyed for 7 years with no change in the cost. The data cap forces me to change the out of the box behavior of the consumer devices I use to avoid downloading too much data because of the purchases I've made. I'll have to consider what to buy now because the size of the digital goods are too large for my data cap.

But all this goes away if I give ATT \$30 more dollars. At that point, it's okay to download as much as I want. Strangely, if I'm a subscriber of DirecTV, I don't have a data cap. Why is there a relationship between DirecTV subscription and the data cap?

It seems that to me, ATT is using their broadband service to force families that stream their video entertainment to reconsider the cost savings of streaming vs using DirecTV.

Allowing ATT to use their rate increases via Data Caps on broadband as a means to encourage users to reduce their usage of streaming, or to switch to DirecTV is wrong.

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[Ticket: # 996888 - Data Caps](#)

**Date:** 5/24/2016 12:09:08 PM

**City/State/Zip:** San Jose, California 95123

**Company Complaining About:** AT&T

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## **Description**

I work doing data structures and network administrating and Data caps are 100% fake and a designed ploy to milk the customers for every last penny can you guys pretend to not be in the pokets of these large corporations please.

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**Ticket: # 996896 - ATT data caps on internet usage.**

**Date:** 5/24/2016 12:09:35 PM

**City/State/Zip:** Mentor, Ohio 44060

**Company Complaining About:** AT&T

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## **Description**

I don't think it is fair to anyone that Internet Service providers can continue to nickel and dime their customers. Their own email sent to me proves that they're only capping data, because they're losing money to people who use services such as Netflix and they word it in a way that it actually sounds like it is a good deal and I'd be saving money. When in reality I shouldn't nor anyone else be charged a fee for using the service we're paying a premium on compared to other countries. But since I also have cable tv through them they allow me to have "unlimited" data while others are capped at 1tb or less depending on the speed of their service. I shouldn't be punished nor should others who chooses not too watch television. The caps have nothing to do with their infrastructure like they tried pushing for a few years when data caps started being implemented and has everything to do with their profit margin. You can read the email they sent me below...

Dear (b) (6),

Beginning on May 23, 2016 we will be increasing your U-verse® Internet data allowance to an unlimited allowance with a \$30 value as a result of your having a TV product bundled with your Internet service. After May 23, 2016 log in to your account at [att.com/myatt](http://att.com/myatt) to find helpful tools to view your data usage. Questions? Go to [att.com/internet-usage](http://att.com/internet-usage).

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[Ticket: # 996904 - data caps are bad mk](#)

**Date:** 5/24/2016 12:11:13 PM

**City/State/Zip:** Tacoma, Washington 98422

**Company Complaining About:** Comcast

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## **Description**

Data caps are bad and unjustifiable.

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**Ticket: # 996935 - Bandwidth Cap Issues**

**Date:** 5/24/2016 12:16:20 PM

**City/State/Zip:** Phoenix, Arizona 85054

**Company Complaining About:** Cox

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**Description**

I believe bandwidth data caps are detrimental to my service. I have the Gigabit speed plan, and Cox imposes a cap of 2 Terabytes per month. This means that if I were to actually use my service to it's fullest, I would only be able to do so for less than 5 hours in an entire month. It completely defeats the purpose of having high speed internet to have a bandwidth cap.

I have lots of files that I back up on my computer, including family home videos which can add up to be large in size. Because of this bandwidth cap, I am not able to back up all my files to cloud backup services.

In addition to all this, Cox does not even offer a tool with my Gigablast service that will let me see how much data I have used in the month. This bandwidth metering tool is apparently available for other plans, but not mine. So they are limiting my service, but I have no way of seeing if I am staying within these ridiculous limits.

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**Ticket: # 996938 - ATT Data Capping all broadband users**

**Date:** 5/24/2016 12:16:32 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73117

**Company Complaining About:** AT&T

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### **Description**

Data caps should be illegal. These companies continue to operate unfair, anti-consumer business practices. These are obvious money grabs and they need to be eliminated.

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**Ticket: # 1020891 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:36:36 PM

**City/State/Zip:** Salt Lake City, Utah 84111

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 997208 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 1:14:44 PM

**City/State/Zip:** San Diego, California 92163

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 996998 - Data caps](#)

**Date:** 5/24/2016 12:32:09 PM

**City/State/Zip:** Atlanta, Georgia 30324

**Company Complaining About:** Comcast

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## **Description**

Data caps from Comcast have greatly affected home internet use for me. Instead of watching things online it is now cheaper to pay for TV, a service I do not want, just to save the data for other things I can't get on tv.

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**Ticket: # 996952 - AT&T Is Interfering With My Academics**

**Date:** 5/24/2016 12:17:57 PM

**City/State/Zip:** Bellflower, California 90706

**Company Complaining About:** AT&T

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## **Description**

All I want is an open internet service with no price gouging, high download/upload speeds, data caps, and more service competition. AT&T is preventing me from achieving academic success by throttling my internet speeds and placing data caps on my internet, putting me through internet blackouts, charging a very ridiculous cost for extremely slow internet speeds (\$33/1.5Mbps), and not having enough competition in my area that will provide the complete opposite as to what AT&T is giving me this very moment. AT&T is very anti-net neutrality. Every "competitor" in my area does exactly what AT&T does, and they have to change. How are we, as productive members of society, able to succeed in life when corporations are preventing us from doing so. I want to succeed - I want immediate and drastic change. Thank you.

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**Ticket: # 996979 - AT&T introducing broadband data caps**

**Date:** 5/24/2016 12:24:32 PM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** AT&T

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## **Description**

It is 2016, broadband has existed for decades without limitation. Now AT&T has brought over a business model from the mobile markets into domestic internet service by introducing data caps. This is wholly unacceptable; for the prices service providers charge we should have the fastest, most reliable internet on the planet, but instead they are finding new ways to gouge consumers and regulatory bodies are doing little in the way of stopping them or increasing competition so consumers have valid alternatives to these malpracticing companies.

Please let me know if there is any plan in any stage of development to curb this behavior and ensure the internet as a service made available to all Americans at an affordable price without arbitrary limitations created to increase shareholder portfolios without any added benefit to consumers.

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[Ticket: # 997015 - Data caps are bogus](#)

**Date:** 5/24/2016 12:36:33 PM

**City/State/Zip:** Homestead, Florida 33035-2019

**Company Complaining About:** Comcast

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## **Description**

Data caps are bogus and they punish customers.

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**Ticket: # 1587454 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:29:44 PM

**City/State/Zip:** Chino, California 91710

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 997036 - Internet data caps](#)

**Date:** 5/24/2016 12:43:10 PM

**City/State/Zip:** Portland, Oregon 97229

**Company Complaining About:** Comcast

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## **Description**

The monopolies the government is allowing to occur with ISPs has created an environment where a company can put an unreasonable and unjustifiable cap on data. Basically a tax on not buying TV service, because both Comcast and AT&T will allow you to circumvent the cap if you buy TV service. The American people are being screwed here. And most of us have nowhere else to turn because ISPs have a monopoly in most areas.

Either make data caps illegal, or better yet, break up these monopolies so that if one company wants to put in data caps we have an alternate company to turn to.

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[Ticket: # 997065 - Data Caps on Internet Usage](#)

**Date:** 5/24/2016 12:49:14 PM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** AT&T

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## **Description**

Data Caps on internet usage harm the overall access of free and unlimited information that is available on the internet. The internet is the most powerful tool in the history of mankind and limiting access to it is only going to slow the progress of learning and information gathering.

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**Ticket: # 1587455 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:30:29 PM

**City/State/Zip:** Aurora, Colorado 80013

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them. I wholeheartedly believe that free, unrestricted internet should be and is both a universal human right and a constitutional right.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees", which is bad for everyone, as it widens the class divide.
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

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[Ticket: # 997107 - Data Caps on U-Verse - Oligarchy](#)

**Date:** 5/24/2016 12:57:21 PM

**City/State/Zip:** San Diego, California 92117

**Company Complaining About:** AT&T

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## **Description**

U-Verse is implementing data caps on services previous purchased as unlimited. Data Caps are a clear money grab, and as we do not have a method to dispute their numbers, customers are getting defrauded. Networks do not work like a pool, they do not "fill up" and they need to deploy something to accommodate. There is a max throughput and it is maxed or not. Time, quantity, or size of the packet means nothing.

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[Ticket: # 997131 - AT&T data cap](#)

**Date:** 5/24/2016 12:59:45 PM

**City/State/Zip:** Houston, Texas 77007

**Company Complaining About:** AT&T

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## **Description**

The AT&T data cap on their U-Verse internet is a discriminated practice. Fixed-line usage caps have nothing to do with congestion, fiscal necessity or "fairness", especially the data cap is removed only if customer also buy AT&T

U-Verse TV bundle. This practice force customer to use AT&T's channel, instead on watching online streaming video such as NetFlix. In a market economy (e.g. USA), consumer should be able to make choices of what they want, not force to choose what they don't prefer to.

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[Ticket: # 997177 - Unfair Business Practice - Datacaps](#)

**Date:** 5/24/2016 1:10:24 PM

**City/State/Zip:** Imperial, Missouri 63052

**Company Complaining About:** AT&T

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## **Description**

AT&T began imposing data caps on their broadband service today. This is an anti-consumer business practice which they are only able to get away with due to their natural monopoly in my area. The internet is a basic utility and should be regulated as such, otherwise consumers are subject to their price gouging attempts such as these.

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**Ticket: # 997163 - Data Caps**

**Date:** 5/24/2016 1:06:21 PM

**City/State/Zip:** Elk Grove Village, Illinois 60007

**Company Complaining About:** Comcast

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## **Description**

I am fortunate in my area to have choice (well only 2 companies so not really) of ISP. We do not have data caps, yet. However, the lack of fairness has allowed these companies to impose horrible business practices that increasingly hurt the customers without the ability to fight back. Data caps need to be stopped. I am fortunate to not have them but they need to be abolished nationwide. Too many people have no choice of their ISP and are being gouged for it because it is their only option and Internet has become a necessity of modern living. It has essentially become a utility required.

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**Ticket: # 997183 - Data Caps**

**Date:** 5/24/2016 1:11:26 PM

**City/State/Zip:** Dallas, Texas 75208

**Company Complaining About:** AT&T

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## **Description**

Data caps are affecting my families internet usage. There are four people in my household. All of us use the internet at home. We will be greatly affected by the data caps. We will either end up paying exorbitant fees or have to reduce our usage. It's been proven that there is no need for the data caps, they are arbitrary and exist only to improve the bottom line of ISPs. I, and others like me, on the other hand will be harmed by these unneeded and unfair caps. Due to consolidation within the internet industry the choices available to average household is limited to one or two ISPs. We have no alternative. Please do something to prevent this kind of predatory activity from taking place. I and millions others beg of you.

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[Ticket: # 997185 - Data Caps](#)

**Date:** 5/24/2016 1:11:33 PM

**City/State/Zip:** Lancaster, Pennsylvania 17602

**Company Complaining About:** Comcast

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## **Description**

Data caps are causing financial hardships for my family. Need to stop this, the internet should be a utility that is available unlimited for everyone.

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[Ticket: # 997186 - AT&T Data Capping My Home Internet](#)

**Date:** 5/24/2016 1:11:43 PM

**City/State/Zip:** Saratoga, California 95070

**Company Complaining About:** AT&T

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## **Description**

AT&T is beginning to data cap my internet. There is no reason for this. ISPs have not done so in the past. They are just trying to earn extra revenue at the cost of the working class. The USA should be a model to the world when it comes to technology. Now we have third world Internet.

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**Ticket: # 1021696 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:41:45 PM

**City/State/Zip:** Oakland, California 94619

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021697 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:43:28 PM

**City/State/Zip:** Oviedo, Florida 32765

**Company Complaining About:** Comcast

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## **Description**

I don't appreciate big media corporations with deep pockets trying to loophole their way around protections put in place to protect Net neutrality and the consumer at large. Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1091650 - (b) (6) 's complaint re: ISP Zero Rating**

**Date:** 7/19/2016 7:53:34 AM

**City/State/Zip:** Honolulu, Hawaii 96819

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021701 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:46:38 PM

**City/State/Zip:** Stockton, California 95206

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021703 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:50:33 PM

**City/State/Zip:** Gainesville, Florida 32603

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1021704 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:53:36 PM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1021706 - XXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:54:30 PM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021698 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:44:52 PM

**City/State/Zip:** Wayland, Massachusetts 01778

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021699 - XXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:45:49 PM

**City/State/Zip:** Oviedo, Florida 32765

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1021700 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:46:22 PM

**City/State/Zip:** Muskegon, Michigan 49442

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021707 - XXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 11:54:50 PM

**City/State/Zip:** Rice, Virginia 23966

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021708 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:55:19 PM

**City/State/Zip:** Rice, Virginia 23966

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1021709 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:55:20 PM

**City/State/Zip:** Delanco, New Jersey 08075

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1021710 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 11:58:44 PM

**City/State/Zip:** Houston, Texas 77038

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021725 - XX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 12:13:30 AM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021726 - XX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:14:26 AM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021805 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 2:19:21 AM

**City/State/Zip:** Washington, District Of Columbia 20008

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021816 - XXXXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 2:52:20 AM

**City/State/Zip:** Mission Viejo, California 92691

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021817 - XXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 2:52:31 AM

**City/State/Zip:** Hope, Alaska 99605

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021832 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 4:03:40 AM

**City/State/Zip:** Ypsilanti, Michigan 48197

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1021833 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 4:07:39 AM

**City/State/Zip:** Las Vegas, Nevada 89166

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021838 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 4:22:27 AM

**City/State/Zip:** Springville, Utah 84663

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1240028 - Comcast Data Caps](#)

**Date:** 10/7/2016 3:24:06 AM

**City/State/Zip:** Seattle, Washington 98121

**Company Complaining About:** Comcast

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## **Description**

Data caps are entirely untenable and an affront to an open and neutral internet that is the basis of the entire internet. This either is or should be illegal!

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**Ticket: # 1241800 - Data Cap**

**Date:** 10/7/2016 12:35:23 PM

**City/State/Zip:** Pollock Pines, California 95726

**Company Complaining About:** Comcast

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## **Description**

Xfinity has announced a data cap "in your area". I am not aware that this was approved by local licensing authorities. This is just an excuse to charge more money by a greedy monopoly. I would appreciate any investigation you are doing for others with the same problem. I also believe that it is a result of my attempt to disconnect from TV services through Xfinity. There is NO COMPETITION in my area, so it appears to be a violation of laws regulating monopolies in the US. SEE BELOW NOTICE.

Information about a New Terabyte  
Internet Data Usage Plan

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

For the past three months, your average data usage was only 439 GB. Based on your usage history, you can still stream, surf, game, download and do whatever you want to do online, worry free.

One terabyte is a massive amount of data – less than 1% of our customers use that amount in a month. However, we still want to make sure you understand your options and choose the Data Usage Plan that works best for you. If you believe you will need more data, an Unlimited Data option is available. Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less.

One Terabyte Plan and Unlimited Data option:

One Terabyte (TB) included/month      If one TB is exceeded, \$10 is charged for each additional data block of up to 50 GB/month      \$200 overage charge limit - no matter how much data is used

Unlimited Data      Additional \$50/month      No overage charges — no matter how much data is used each month

You can also track and manage your usage so there are never any surprises about how much data you use. Here are a few tools you can use:

Data Usage meter – Monitor how much data your household has used with our Data Usage Meter.

Data Usage Estimator - Estimate your data usage with our

Estimator Tool. Simply enter how your household typically uses the Internet and the tool will estimate your monthly data usage.

Notifications - If you approach, reach or exceed one terabyte of data usage, we will send you a courtesy "in-browser" notice as well as an email. You can also elect to receive notifications at specific

usage thresholds and set up mobile text notifications. Learn more about notifications here. Usage notifications will not be sent to customers who enroll in the Unlimited Data option. For the less than 1% of customers who do exceed one terabyte of data usage, we're offering two courtesy months, so customers will not be charged the first two times they exceed one terabyte while they are getting comfortable with the new plan.

If you have any questions about the new Data Usage Plan, please visit <http://dataplan.xfinity.com/>.

Thank you for being an XFINITY Internet customer.

Sincerely,

(b) (6)

Regional Senior Vice President of Comcast's California Region

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[Ticket: # 1243317 - Comcast implementing data cap](#)

**Date:** 10/7/2016 3:23:08 PM

**City/State/Zip:** Tacoma, Washington 98409

**Company Complaining About:** Comcast

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### **Description**

Comcast should not be allowed to implement a 1TB data cap on service that I pay for. Having unlimited internet access is what I pay for.

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[Ticket: # 1245330 - Data Limits](#)

**Date:** 10/7/2016 7:42:07 PM

**City/State/Zip:** Hopkins, Minnesota 55305

**Company Complaining About:** Comcast

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### **Description**

I am concerned that data limits and data caps will prevent the free flow of information and trespass on the first amendment rights of all Americans.

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**Ticket: # 1021840 - X XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 4:30:00 AM

**City/State/Zip:** Poughkeepsie, New York 12603

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's duty to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing our personal phone numbers, we're providing the number of an advocacy group. If you'd like to contact us about this complaint, please do so via email.

Your cooperation and appropriate action with respect to this very critical matter will be greatly appreciated.

(b) (6)

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**Ticket: # 1021856 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 5:31:40 AM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1000262 - Data Caps**

**Date:** 5/25/2016 2:28:26 AM

**City/State/Zip:** Miami, Florida 33168

**Company Complaining About:** Dish Network

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## **Description**

We're basically paying to not use the internet. My house only has 10gb for one month, four online videos can take 1gb in one day, and I have to ration the 10gb for a month. The worst part is these internet service providers act like it's no big deal. These revenge tactics are repulsive. I hope you all can do something about this. These data caps are making me and everyone else who has to deal with it miserable.

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**Ticket: # 641648 - COMCAST Data Caps**

**Date:** 11/6/2015 4:11:53 PM

**City/State/Zip:** Oakland Park, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

To Whom This May Concern,

Recently Comcast instituted data caps in my market (300GB). As a consumer who doesn't have TV service but instead uses alternatives such as iTunes, Netflix, Youtube, etc... it makes it increasingly difficult to not be charged additional fees for regular usage. There is no competition in my market so as a consumer if I desire broadband speeds I'm forced to select Comcast. I don't understand why prior to this I was unlimited and how if I wish to continue to be unlimited I have to pay an additional \$30 dollars a month. This is a clear money grabbing scenario from a company that is out of touch with consumers. It is a clear monopoly and one that needs to be regulated or broken up.

In addition to the issues I mention above, the additional \$10 charges are automatic. I am unaware of any means to have them not charge me additional amounts unless I continuously check the usage meter, especially towards month end. As a further flagrant disregard for consumers welfare the usage meter indicates it may take 24 hours to update, which puts the consumer at a huge disadvantage for avoiding additional charges.

I would appreciate the FCC investigating and reviewing Comcast's practices in my area as I view this as an attack on the Open Internet. Comcast is attempting to force consumers into costly pay TV packages while putting other services such as Netflix, iTunes, and Youtube at a disadvantage. With no competition in my area as a consumer I'm forced to use them and I'm at the mercy of their out of touch, unethical, and possibly illegal policies.

I appreciate your review of this matter.

Sincerely,

(b) (6)

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**Ticket: # 657219 - Comcast unreasonable data cap, I routinely double the limit**

**Date:** 11/15/2015 6:45:18 PM

**City/State/Zip:** Everett, Washington 98208

**Company Complaining About:** Comcast

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## **Description**

Comcast does not currently enforce their planned 250 GB data cap in my area, however I routinely go over 400 GB usage every month. I have an Xbox One and buy all my games digitally which also automatically update when their patches. It also facilitates streaming video content which we view often. Last month we added a second Xbox and our usage went to 905 GB. If they enforce a cap it will force us to pay overages or pay for unlimited data, which we already pay for, what keeps them from redefining unlimited data again after that? Data caps should be illegal.

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[Ticket: # 1256266 - Data Caps](#)

**Date:** 10/12/2016 12:35:20 PM

**City/State/Zip:** Ann Arbor, Michigan 48105

**Company Complaining About:** Comcast

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## **Description**

Data caps are absurd and are not needed for internet service. It does not cost anything more for someone to use up more data so why is it being charged after a certain point?

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**Ticket: # 666128 - Comcast Data caps**

**Date:** 11/19/2015 3:12:20 PM

**City/State/Zip:** Quincy, Massachusetts 02169

**Company Complaining About:** Comcast

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**Description**

Comcast data caps. Really!?!?!?

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[Ticket: # 1259924 - Comcast data caps](#)

**Date:** 10/12/2016 5:36:21 PM

**City/State/Zip:** Springfield, Oregon 97477

**Company Complaining About:** Comcast

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### **Description**

Comcast is rolling out 1tb data caps in Oregon and other places. I personally have no other options for cable Internet besides comcast. Please stop these data caps.

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[Ticket: # 1265039 - Comcast data cap](#)

**Date:** 10/14/2016 12:39:18 PM

**City/State/Zip:** Austin, Texas 78752

**Company Complaining About:** Comcast

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## **Description**

Comcast, nor any ISP should be allowed to cap the amount of data its customers use. The 1TB data cap sets a very dangerous precedent.

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[Ticket: # 1265370 - Comcast internet data cap](#)

**Date:** 10/14/2016 1:12:08 PM

**City/State/Zip:** Lockport, Illinois 60441

**Company Complaining About:** Comcast

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### **Description**

It is unfair the Comcast will impose a data cap on a basic service such as internet access

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[Ticket: # 1266034 - Data cap](#)

**Date:** 10/14/2016 2:25:54 PM

**City/State/Zip:** Floresville, Texas 78114

**Company Complaining About:** Comcast

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## **Description**

There is not need for Comcast to have data caps in this day in age. What they are doing is is just wrong and they need to be stopped.

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[Ticket: # 1268716 - Comcast 1TB data cap limit](#)

**Date:** 10/15/2016 12:42:52 AM

**City/State/Zip:** Fridley, Minnesota 55342

**Company Complaining About:** Comcast

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### **Description**

I recently discovered that comcadt plans to implement a 1TB data cap for home connections. This is unacceptable and should not be allowed. Thank you.

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[Ticket: # 1268760 - Comcast Data Caps](#)

**Date:** 10/15/2016 1:19:26 AM

**City/State/Zip:** Missoula, Montana 59801

**Company Complaining About:** Comcast

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## **Description**

Comcast's 1TB data caps on home Internet users is an affront to an open and accessible Internet for all, and is a slippery slope.

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**Ticket: # 1021867 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 6:06:23 AM

**City/State/Zip:** Stanton, Kentucky 40380

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1021868 - XX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 6:17:03 AM

**City/State/Zip:** South River, New Jersey 08882

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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**Ticket: # 1021871 - XX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 6:17:57 AM

**City/State/Zip:** South River, New Jersey 08882

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1002339 - XXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/25/2016 8:55:26 PM

**City/State/Zip:** Lancaster, Pennsylvania 17601

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6) [REDACTED]

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[Ticket: # 732451 - Deta usage caps](#)

**Date:** 12/31/2015 1:21:31 PM

**City/State/Zip:** Suwanee, Georgia 30024

**Company Complaining About:** Comcast

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## **Description**

The data cap imposed by Comcast makes it difficult to utilize the Internet as intended.

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[Ticket: # 1000436 - Comcast data cap](#)

**Date:** 5/25/2016 9:43:26 AM

**City/State/Zip:** Ogden, Utah 84404

**Company Complaining About:** Comcast

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## **Description**

So far, I have not been hit with a data cap of any sort from Comcast, but I do not have any desire to. I just wanted to make it clear that as a customer and a citizen, data caps are something that the FCC should not allow ISPs to implement.

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**Ticket: # 1000657 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/25/2016 11:11:58 AM

**City/State/Zip:** Jenison, Michigan 49428

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1003429 - XXX XXXXX 's complaint re: ISP Zero Rating**

**Date:** 5/26/2016 1:20:24 PM

**City/State/Zip:** Atlanta, Georgia 30312

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1021336 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:55:47 PM

**City/State/Zip:** Chicago, Illinois 60656

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1022807 - XXXXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:09:07 PM

**City/State/Zip:** Danville, New Hampshire 03819

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1023446 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 3:17:08 PM

**City/State/Zip:** Mishawaka, Indiana 46544

**Company Complaining About:** Comcast

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## **Description**

Note: I am a customer of both Comcast and T-Mobile, I have filed complaint for both ISPs.

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1023447 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 3:17:10 PM

**City/State/Zip:** Blanchard, Idaho 83804

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1025350 - Nina 's complaint re: ISP Zero Rating](#)

**Date:** 6/8/2016 11:47:07 AM

**City/State/Zip:** Park Ridge, Illinois 60068

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b)

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**Ticket: # 1048787 - data caps**

**Date:** 6/22/2016 1:06:01 AM

**City/State/Zip:** Salina, Kansas 67401

**Company Complaining About:** Cox

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## **Description**

Hi. I'm a customer of Cox Communications for my home ISP via cable, and of Sprint Wireless for my phone. Sprint has dealt well with the issue, but Cox is considering implementing data caps. My complaint is with Cox and with any other ISP who's using or considering using data caps.

Cox recently halved its soft thresholds. Otherwise, Cox's current general policy against having data caps (not having a concept of overages and not charging for such) is already sufficient, by using a soft threshold as a guideline of awareness against abuse. And the various pricing tiers provision the consumer with various levels of maximum performance. An ISP shouldn't provision discriminatory levels of data consumption. The company has already tested the charging of fees for data caps in Cincinnati, OH, and the company should eliminate that policy.

Any given consumer at any given time will be suddenly and shockingly gouged on price, due to reasonable and normal usage patterns, due to an accident, due to new market innovations, or due to visitors at their home. And their bill will often be set to autopay and they may never notice.

Data caps are an unjustifiable anticonsumer and anticompetitive plague, and a threat to the economy and to technological innovation. They are a short term cash grab, and they're anticompetitive against online video streaming. The cable companies are a media oligopoly, bearing a conflict of interest between the Internet and traditional TV and phone service. Thus, they are also effectively a threat against open internet access, net neutrality, and competitive markets. It's as if the ISP market is effectively masking an anti-open access policy in the form of a billing policy.

While the world's data consumption patterns are a naturally ever increasing demand, data caps are an artificially ever diminishing supply.

Data traffic provisioning is not a scarce resource. It's extremely abundant, and the prices drop over the years. This is all artificial scarcity. They can keep the soft thresholds, by providing guidelines against network abuse. Consumers shouldn't do illegal activity or facilitate rampantly unmanaged traffic, such as from viruses, spam, and leeching neighbors. Otherwise, consumers should be allowed to use the network however they see fit within the limits of *actually* materially impacting the active health and stability of the network. Today's networks are able to provide a comparatively astronomical threshold of potential usage, but are idly suffocated by data caps.

Data caps are loosely organized across various competitors in various markets. As with price fixing and collusion, it is an anticonsumer tactic that just settles into place either deliberately or by consequence, when there is a lack of governmental regulation. So I think it is necessarily the FCC's job to limit and guide them.

I have already emailed Cox at [coxcorp.customerrelations@cox.com](mailto:coxcorp.customerrelations@cox.com) to tell them this, and they replied with a boilerplate rambling wall of text. Their message is written as if to confuse and dismiss any

possible consumer concerns and to justify any possible corporate behavior. So I'm also complaining about the ineffectual and condescending nature of the company's default response.

Thank you.

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**Ticket: # 1083711 - Data caps, Poor response.**

**Date:** 7/13/2016 6:43:20 PM

**City/State/Zip:** Lisle, Illinois 60532

**Company Complaining About:** AT&T

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## **Description**

I recently filed a complaint (b) (6) for reference) against AT&T's implementation of data caps in my region. As previously mentioned, my 45mbps speed internet connection has been capped at 600 GB per month unless I agree to pay a \$30 ransom, or subscribe to a television package. As they were required, AT&T issued a response to that complaint with a form letter that not only did not address my concerns, but also incorrectly described the services for which I am paying. This says to me that AT&T does not take the concerns of its customers seriously enough to send a personalised response that adequately defends their cap with actual technical data justifying the existence of the cap. Until I receive such a response, I will continue filing follow-up complaints.

As was stated in my previous complaint, "data" is not a finite resource that needs to be conserved or rationed in any manner, and forcing usage caps will do nothing to address high volumes of traffic at peak hours of usage. This problem is corrected with throttling and/or infrastructure upgrades. In an age that sees ever increasing utilisation of online tools, cloud storage and streaming/digital entertainment content, a rent-seeking practice such as this cap will only impede progress. Modern video games can require in excess of 60 GB of data to download, as well as the latest 4k HD format television shows and movies. These consumer products can consume large chunks of the data allotment in a single action, a purchase which has nothing to do with AT&T's business. I feel as though I can not enjoy the modern digital marketplace without fear of being charged extra on a service that I already pay for.

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**Ticket: # 1096682 - Comcast Data Caps**

**Date:** 7/21/2016 1:59:05 PM

**City/State/Zip:** Bolingbrook, Illinois 60440

**Company Complaining About:** Comcast

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### **Description**

Comcast has started data caps on my account limiting my internet traffic to 1Tb a month. The only way around this cap is to pay an additional \$50 per month for the same service that I had the month before. This is clearly a net neutrality issue as their own VoD services are excluded from this cap.

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**Ticket: # 1141931 - XX XXXXX's complaint re: ISP Zero Rating**

**Date:** 8/16/2016 4:06:16 PM

**City/State/Zip:** Elk Grove, California 95624

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy, our innovators, and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1148517 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 8/19/2016 1:21:19 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1176856 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 9/4/2016 11:14:21 PM

**City/State/Zip:** Sarasota, Florida 34234

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1176397 - Warren 's complaint re: ISP Zero Rating](#)

**Date:** 9/4/2016 9:15:22 AM

**City/State/Zip:** Asheville, North Carolina 28803

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1241477 - Data Caps](#)

**Date:** 10/7/2016 11:53:44 AM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Comcast

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## **Description**

Data caps are unacceptable in the modern world. Comcast plans to introduce a cap of 1tb starting on November 1st. This should NOT be allowed and is completely ridiculous.

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[Ticket: # 1243806 - ATT Data Caps](#)

**Date:** 10/7/2016 4:23:15 PM

**City/State/Zip:** Oakland, California 94607

**Company Complaining About:** AT&T

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## **Description**

Hi,

ATT has slapped a 500gb data cap on me. This is terrible.

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**Ticket: # 1247067 - Comcast Data Cap****Date:** 10/8/2016 1:11:57 AM**City/State/Zip:** Pleasanton, California 94566**Company Complaining About:** Comcast

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**Description**

Hello. I pay Comcast for the fastest internet available to me. Aside from Comcast, there are virtually no other options for me, as a consumer. I had selected and paid for internet service on an instantaneous ("Mbps") throughput basis. Today, I received an email that my current internet service would now be subject to a monthly usage cap, and overages >would be billed to me. Though Comcast may lay claim to the existence of a previous monthly cap on paper, I have never been subject to billing for any total monthly usage prior to this notice, regardless of use. This is effectively a detrimental change to me and my family, for which I have no recourse.

I am already "capped" by the "Mbps" package I have intentionally selected. I pay a premium for very fast internet, which now effectively enables me to reach my monthly cap that much faster. The monthly cap now effectively penalizes me (and any others like me) for my use of the internet during off-peak hours, which offers no burden to Comcast. "Bytes" >are not a precious, limited natural resource; those used at 2am will have virtually no impact on the "fair" use of the internet by anyone else. In fact, subjecting my internet usage to an additional cap on a monthly basis has been clearly demonstrated to be nakedly anti-consumer in an industry without sufficient competition:

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Additionally noteworthy, the bandwidth meter to which I will now be monetarily subject is apparently operated without oversight or regulation:

<http://arstechnica.com/information-technology/2016/09/tales-from-comcasts-data-cap-nation-can-the-meter-be-trusted/>

How much I currently use is irrelevant. I had no say in this data cap, nor will I have any say in whether or not it is changed in the future to further improve Comcast's profits in the guise of fairness.

I am a married father of two young children who are on the cusp of using their own networked devices. I fully expect my family's internet usage to explode in the coming year(s). I have effectively one option for high-speed internet at my location. The free market has failed me. I have one choice; it must be heavily regulated.

I implore you to take action to regulate these businesses, including but not limited to double-dipping through the imposition of monthly data caps. I have already submitted a similar complaint to the FCC.

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**Ticket: # 1260140 - Comcast 1TB Data Cap**

**Date:** 10/12/2016 6:09:07 PM

**City/State/Zip:** San Jose, California 95121

**Company Complaining About:** Comcast

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## **Description**

I am writing in protest of Comcast's initiative to implement a 1TB data cap on all users in California and a majority of states in the US starting Nov.1, 2016.

I preface this complaint with the fact that I have been a Comcast customer for over a decade and reside in a an area where the latter is the sole provider of high speed internet. Today I submit to the FCC that Comcast's recent position to limit its users consumption of data to 1TB a month as not only a gross violation of net neutrality rules but an unchecked abuse of its market power at the detriment of consumers.

This policy adds no economic value to consumers, yet Comcast argues that in implementing a data cap, it is doing a public service by instigating the foundation for a "fair playing field of data" among its user, limiting those who use exorbitant amounts of data while giving more to those who use less. The problem with this is that it only exacerbate inequities, not solve it.

The majority of households in my community rely heavily on government assistance just to make ends meet. The implementation of a 1TB data cap would no doubt adversely affect the quality of life of those in my community by limiting the consumer's ability to access information on job training, education, and career opportunities without the threat of incurring a fine for overage charges.

Invariably, this is not a question of fairness as proposed by Comcast , but rather who is willing to buy an upgraded package in order to consume more data. In effect this is a pay to win situation that divides the consumption of the internet into different tiers, where those who are able to afford to pay the overage charges are able to access the internet w/o detriment while those with less affluent means are forced to limit their access as the expense of other necessities. This is not a what a fair an open internet should be based upon.

It is with this in mind that I request humbly that the FCC investigate Comcast's policy to cap data at 1TB a month.

Thank you

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**Ticket: # 1257311 - Comcast Data Caps**

**Date:** 10/12/2016 1:48:57 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but

for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

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**Ticket: # 1257403 - Comcast Data Caps**

**Date:** 10/12/2016 1:55:11 PM

**City/State/Zip:** Seattle, Washington 98177

**Company Complaining About:** Comcast

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## **Description**

Comcast has just announced that in November, they will be implementing a 1 terabyte monthly data cap on all customers in the San Francisco area. Customers that go over that amount will automatically be billed an additional \$200 "no matter how much data is used" plus another \$10 per additional 50 gigabytes used. This is price gouging and abusive to customers who have no other options.

I encourage our representatives at the FCC to look harshly at Comcast and hopefully come to some corrective actions very soon.

My fear is that the major telco's in the country, both wired and wireless, are putting these limits in place now because internet use is exploding and they want to charge exorbitant rates in the future. Over the coming decade with the advent of 4k/8k television programming online, gaming and other entertainment, and services such as internet of things, regular data use by average folks will be more than even my peak professional usage is now.

Comcast, AT&T, Charter, and others are trying to set a pattern in place now that will end the historical pattern of unlimited internet access for a regular monthly fee. I have been a user of many different internet services since the days of dialup through DSL, cable, LTE wireless, and hopefully fiber soon. In all cases, my accounts have been unlimited until now. Again, I count myself as somewhat lucky and can't imagine the pains these new policies across the telco industry have been causing to millions of other Americans with no options.

Thanks for your attention.

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**Ticket: # 1261285 - Xfinity/Comcast Data Caps**

**Date:** 10/12/2016 11:13:20 PM

**City/State/Zip:** Portland, Oregon 97209

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

Last month I subscribed to Comcast's Xfinity high-speed internet service. I'm a student, and need access to high speed internet in order to fulfill my academic obligations. Earlier this month, Comcast rolled out a 1TB cap on data usage for all of its existing plans in the state of Oregon along with several other markets throughout the United States. This change constitutes a major alteration to the service they sold myself and other consumers, which previously did not include any such cap on data. To be specific, nothing, -NOTHING - in their marketing materials or plan descriptions made mention of their intentions to roll out this data cap. I subscribed to their service because they offered high bandwidth at a price subtable for a student with limited income. Because of this data cap, their high-speed internet service is a liability, and not a utility. With the speeds I'm paying for, I could easily go over their arbitrary, and extortionist data limit, and incur massive, expensive bills, more than four times the monthly rate I'm paying. The new imposition of this data cap signals that Comcast is 1) not interested in upgrading existing infrastructure, 2) wishes to take advantage of tiered usage through bait-and-switch, and 3) is confident enough in the lack of availability of alternatives in areas where they hold a monopoly on internet service access.

I ask that the FCC please enact and enforce new rules limiting the ability of internet service providers to impose data caps on this critical public utility.

Sincerely,

(b) (6)

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**Ticket: # 1261399 - Comcast Data Caps**

**Date:** 10/13/2016 12:14:11 AM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** Comcast

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## **Description**

As an independent freelancer working from a shared household, unable to control my ISP, Comcast's data cap policy would unfairly affect my life and livelihood. It is a flawed consumer control measure without legitimate or technical reason. The real reason behind these caps is to protect Comcast's monopoly over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over all competing online video applications.

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**Ticket: # 1261494 - Force ISPs to remove needless data caps.**

**Date:** 10/13/2016 1:56:54 AM

**City/State/Zip:** Hayward, California 94541

**Company Complaining About:** Comcast

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## **Description**

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that have actually innovated over the past decade rather than sit pretty on a monopoly.

Why this is flawed:

There is no guarantee of accuracy or transparency:

Regardless of your stance on the matter there should be no argument that internet usage amounts should be accurate and transparent to users affected by it. However that is not the case at all, there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Just this year alone Comcast has received thirteen thousand complaints about their data caps and their terrible accuracy in measurement. Almost everyone who has to deal with this caps seems to have a story of their ISP charging them for data usage that would be impossible given their current bandwidth.

Discourages cord cutting and stifles competition:

Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. For example Netflix which lists high quality HD as using 3 GB per hour and Ultra HD as using 7gb per hour is immediately affected by this. As Ultra HD becomes more common and using 7gb of data for an hour of video streaming becomes common place users affected by data caps will hit their limits more easily causing them to be charged overages. This will cause users to drop Netflix in favor of less data intensive services which Comcast will only be too happy to provide through cable. Families of five living in a home with heavy Netflix usage will already be pushing this current limit.

This isn't just for videos of course, people who use services like Steam will be hit just as hard especially as the size of games increases, data intensive services that would have otherwise been developed will languish on the vine as data caps cause consumers to be biased against them.

Users have little choice in what ISP they must subscribe to:

The Internet is no longer a luxury that most can live without. For many it has become an essential utility much like electricity.

In any thread regarding complaints against Comcast or any ISP for that matter the main complaint of users is that they have no choice in their ISP ("Save us Google Fiber!"). Those lucky enough to live in major metropolitan areas may be fortunate enough to have the choice of maybe two or more ISPs but for many users the local ISP is the only choice they have which grants that business a monopoly in their area. In a happier world there would be dozens of ISPs each competing with each other and vying for market share so the poor behavior of one company only provides an opportunity for another to gain more customers. Sadly most Americans don't live in that kind of free economic environment.

What we need to do:

How do consumers collectively fight this when they have little recourse in their choice of ISP? The FCC is currently investigating data caps as a practice. If we as consumers just accept data caps the FCC will have less reason to crack down so it is imperative that the public puts pressure on the FCC.

We're back to the Net Neutrality fight all over again as data caps are just a proxy issue that allows Comcast to achieve the same thing it wanted with its draconian net neutrality rules.

Some users may be currently exempt from data caps but this behavior will absolutely roll down hill to other ISPs once they realize that consumers will accept it. Then you'll have to deal with your own little small town version of Comcast with little recourse.

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**Ticket: # 1262538 - Comcast Data Metering**

**Date:** 10/13/2016 2:15:52 PM

**City/State/Zip:** Woodbridge, Virginia 22191-4419

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out meters data plans starting November 1st, which will penalize customers who utilize over 1TB of data monthly with exorbitant charges. While my geographic area is yet to be targeted with data caps, I'm sure it will be in the near future. It is unreasonable to expect consumers to pay these exorbitant additional charges for the same service that Comcast has been well able to provide with their (already expensive) existing data plan for years.

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[Ticket: # 1270405 - Comcast data caps](#)

**Date:** 10/16/2016 3:56:44 PM

**City/State/Zip:** Elk Grove, California 95758

**Company Complaining About:** Comcast

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### **Description**

Comcast has instituted data caps that I did not agree to. They also have a regional monopoly. Do your jobs.

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**Ticket: # 1270571 - Imposition of Data Cap**

**Date:** 10/16/2016 6:59:19 PM

**City/State/Zip:** Seattle, Washington 98102

**Company Complaining About:** Comcast

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### **Description**

I signed up for a service contract with Comcast in May after moving. They are adding data caps now, and I am stuck in a contract with them. Even if I wanted to leave, I cannot because all of service options I have are too slow to be useful. This concerns me because it limits my ability to utilize online services and the conditions of the contract I am on have changed without my consent.

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[Ticket: # 1280099 - Internet caps.](#)

**Date:** 10/21/2016 12:41:21 AM

**City/State/Zip:** Salinas, California 93906

**Company Complaining About:** Comcast

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## **Description**

Just writing in to voice my concern with Comcast's 1024GB data cap since it was originally a trial but now it's rolling out to a much wider audience next month and needs to be looked into. Comcast is the only choice for a LOT of Americans to get onto a decent speed internet connection (for me especially since the only other game in town is AT&T DSL with a much stricter cap).

Comcast is a natural monopoly and needs to be regulated on this. 1024GB in this day and age of Netflix, YouTube, and internet downloads replacing physical media is not enough.

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**Ticket: # 1585193 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:14:22 AM

**City/State/Zip:** Pasadena, California 91101

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587008 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:23:47 PM

**City/State/Zip:** Clearwater, Florida 33765

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 1585436 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:06:42 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585272 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:27:52 AM

**City/State/Zip:** Saint Clair Shores, Michigan 48080

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585146 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:07:09 AM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585449 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:08:34 PM

**City/State/Zip:** Lincoln City, Oregon 97367

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585466 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:43 PM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585151 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:07:34 AM

**City/State/Zip:** Wilmington, Delaware 19803

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585753 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:40:42 PM

**City/State/Zip:** Iowa City, Iowa 52240

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

This will not make America a stronger, better nation. This will harm far more citizens than it will help. Reject their lobbying. Do not agree to the harmful changes.

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this letter to my senators, my representative, the White House, and the FCC.

First, to the FCC: don't interfere with my ability to access what I choose on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

The current corporate making-over of our public government must end; it is foolish and dangerous, and very harmful to our nation.

I am happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585180 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:12:33 AM

**City/State/Zip:** Madison, Wisconsin 53713

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585189 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:13:58 AM

**City/State/Zip:** Martinez, California 94553

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585823 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:49:27 PM

**City/State/Zip:** Cocoa, Florida 32926

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585464 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:33 PM

**City/State/Zip:** Seattle, Washington 98122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585482 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:36 PM

**City/State/Zip:** Hazel Crest, Illinois 60429

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1585132 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:05:34 AM

**City/State/Zip:** Mountville, Pennsylvania 17554

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1583064 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:39:10 PM

**City/State/Zip:** Clinton, Michigan 49236

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585253 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:24:27 AM

**City/State/Zip:** Mountlake Terrace, Washington 98043

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585284 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:30:36 AM

**City/State/Zip:** Deerfield Beach, Florida 33442

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585447 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:08:10 PM

**City/State/Zip:** Austin, Texas 78753

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585255 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:24:54 AM

**City/State/Zip:** Mendon, Massachusetts 01756

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1585294 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:33:20 AM

**City/State/Zip:** Bay City, Michigan 48708

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585465 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:42 PM

**City/State/Zip:** Los Osos, California 93402

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1589169 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:29:40 PM

**City/State/Zip:** Charlotte, North Carolina 28290

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585947 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:08:40 PM

**City/State/Zip:** New York, New York 10026

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587879 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:45:45 PM

**City/State/Zip:** Phoenix, Arizona 85028

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff. Net neutrality is very Important to me.

(b) (6)

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**Ticket: # 1585480 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:29 PM

**City/State/Zip:** San Francisco, California 94117

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585198 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:14:54 AM

**City/State/Zip:** Cleveland, Ohio 44127

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584521 - Protect Net Neutrality!**

**Date:** 4/24/2017 10:17:24 PM

**City/State/Zip:** Mullica Hill, New Jersey 08062

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585258 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:25:59 AM

**City/State/Zip:** Port Townsend, Washington 98368

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1585301 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:35:07 AM

**City/State/Zip:** Portland, Oregon 97266

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585259 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:26:15 AM

**City/State/Zip:** Eugene, Oregon 97402

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585487 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:46 PM

**City/State/Zip:** Clinton Corners, New York 12514

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585214 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:17:35 AM

**City/State/Zip:** Mesquite, Texas 75150

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585237 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:21:26 AM

**City/State/Zip:** Sacramento, California 95825

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585261 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:26:20 AM

**City/State/Zip:** Union, New Jersey 07083

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

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(b) (6)

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**Ticket: # 1585483 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:36 PM

**City/State/Zip:** Glenville, Pennsylvania 17329

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585263 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:26:48 AM

**City/State/Zip:** Metairie, Louisiana 70005

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585139 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:06:34 AM

**City/State/Zip:** Little Rock, Arkansas 72204

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585145 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:07:09 AM

**City/State/Zip:** Muncie, Indiana 47304

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583116 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:51:28 PM

**City/State/Zip:** New Port Richey, Florida 34655

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585368 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:51:19 AM

**City/State/Zip:** Feasterville Trevose, Pennsylvania 19053

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585270 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:27:40 AM

**City/State/Zip:** Rockville, Maryland 20850

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1583059 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:37:42 PM

**City/State/Zip:** Titusville, Florida 32796

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583063 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:39:03 PM

**City/State/Zip:** Clinton, Michigan 49236

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583510 - Protect Net Neutrality!**

**Date:** 4/24/2017 3:23:57 PM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585241 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:22:18 AM

**City/State/Zip:** Glendale, California 91201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585375 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:53:17 AM

**City/State/Zip:** Rehoboth Beach, Delaware 19971

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584449 - Protect Net Neutrality!**

**Date:** 4/24/2017 9:01:56 PM

**City/State/Zip:** Petersburg, Virginia 23805

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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(b) (6)

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**Ticket: # 1584452 - Protect Net Neutrality!**

**Date:** 4/24/2017 9:06:05 PM

**City/State/Zip:** Syosset, New York 11791

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1584787 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:30:25 AM

**City/State/Zip:** Lapeer, Michigan 48446

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585448 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:08:29 PM

**City/State/Zip:** Orange, California 92866

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585451 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:08:36 PM

**City/State/Zip:** Omaha, Nebraska 68130

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585106 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:01:47 AM

**City/State/Zip:** Sykesville, Maryland 21784

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585367 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:50:28 AM

**City/State/Zip:** Irvine, California 92620

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585119 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:03:15 AM

**City/State/Zip:** Syracuse, New York 13206

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585120 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:03:23 AM

**City/State/Zip:** Sterling, Illinois 61081

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585124 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:04:10 AM

**City/State/Zip:** Everson, Washington 98247

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585129 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:05:05 AM

**City/State/Zip:** Myrtle Creek, Oregon 97457

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585179 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:12:29 AM

**City/State/Zip:** Oklahoma City, Oklahoma 73127

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585246 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:23:09 AM

**City/State/Zip:** Venice, Florida 34285

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585486 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:38 PM

**City/State/Zip:** East Stroudsburg, Pennsylvania 18302

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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**(b) (6)**

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**Ticket: # 1585324 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:41:46 AM

**City/State/Zip:** Vancouver, Washington 98682

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585328 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:42:13 AM

**City/State/Zip:** Providence, Rhode Island 02907

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1585339 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:44:55 AM

**City/State/Zip:** Annapolis, Maryland 21401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b)

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**Ticket: # 1585343 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:45:39 AM

**City/State/Zip:** Westbrook, Maine 04092

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585452 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:08:43 PM

**City/State/Zip:** Cherry Hill, New Jersey 08002

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585352 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:47:23 AM

**City/State/Zip:** Roaring Spring, Pennsylvania 16673

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585353 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:47:34 AM

**City/State/Zip:** Walton, Kentucky 41094

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585358 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:48:43 AM

**City/State/Zip:** New Providence, Pennsylvania 17560

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585379 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:54:34 AM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585381 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:54:43 AM

**City/State/Zip:** New York, New York 10009

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585402 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:59:25 AM

**City/State/Zip:** Brookline, Massachusetts 02445

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1585404 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:59:55 AM

**City/State/Zip:** Hillsboro, Oregon 97123

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585419 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:03:34 PM

**City/State/Zip:** Bridgeport, Connecticut 06604

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585435 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:06:26 PM

**City/State/Zip:** Tacoma, Washington 98418

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585499 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:12:13 PM

**City/State/Zip:** Southfield, Michigan 48033

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585500 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:12:18 PM

**City/State/Zip:** Holmdel, New Jersey 07733

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585531 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:14:41 PM

**City/State/Zip:** Raleigh, North Carolina 27612

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585533 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:14:48 PM

**City/State/Zip:** Chapel Hill, North Carolina 27516

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 1585535 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:15:12 PM

**City/State/Zip:** Jersey City, New Jersey 07302

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (**

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**Ticket: # 1585538 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:15:24 PM

**City/State/Zip:** North Bergen, New Jersey 07047

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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Jo Ann

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**Ticket: # 1585539 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:15:29 PM

**City/State/Zip:** Lawrence, Massachusetts 01843

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 1585550 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:16:35 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19130

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585551 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:16:42 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19130

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585553 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:16:46 PM

**City/State/Zip:** Chicago, Illinois 60611

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

APOLOGIES FOR A FORM LETTER BUT ON THE OFFEST OF OFF CHANCES ANYONE READS SUCH THINGS>>>

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(b) (6)

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**Ticket: # 1585556 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:16:52 PM

**City/State/Zip:** Chicago, Illinois 60611

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

APOLOGIES FOR A FORM LETTER BUT ON THE OFFEST OF OFF CHANCES ANYONE READS SUCH THINGS>>>

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585557 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:17:06 PM

**City/State/Zip:** Albuquerque, New Mexico 87110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1585558 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:17:18 PM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b)**

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**Ticket: # 1585565 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:18:05 PM

**City/State/Zip:** Burnsville, Minnesota 55337

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585566 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:18:06 PM

**City/State/Zip:** San Diego, California 92113

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me and my company. I urge you to protect them.

Most Americans, private or businesses, only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585567 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:18:12 PM

**City/State/Zip:** Burnsville, Minnesota 55337

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585568 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:18:13 PM

**City/State/Zip:** Halifax, Massachusetts 02338

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585579 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:20:24 PM

**City/State/Zip:** Nashua, New Hampshire 03063

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585580 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:20:25 PM

**City/State/Zip:** Eastsound, Washington 98245

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them. Congressmen were elected to do the WILL OF THE PEOPLE. THIS IS NOT WHAT THE PEOPLE WANT.....STOP THE GREED

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585582 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:20:32 PM

**City/State/Zip:** Milwaukee, Wisconsin 53208

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585584 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:20:41 PM

**City/State/Zip:** Summerfield, Florida 34491

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585631 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:25:39 PM

**City/State/Zip:** Bristol, Connecticut 06010

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585632 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:25:39 PM

**City/State/Zip:** Saint Clair Shores, Michigan 48080

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1585633 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:25:42 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585637 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:25:55 PM

**City/State/Zip:** Spanaway, Washington 98387

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585639 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:26:02 PM

**City/State/Zip:** Pearland, Texas 77584

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585641 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:26:13 PM

**City/State/Zip:** Valdese, North Carolina 28690

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585643 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:26:33 PM

**City/State/Zip:** Royal Oak, Michigan 48073

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

The Internet has always been neutral and must remain so to keep functioning.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585644 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:26:37 PM

**City/State/Zip:** San Francisco, California 94118

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1585661 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:29:10 PM

**City/State/Zip:** Arlington, Virginia 22205

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to our entire nation. Please continually protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) actively lobby Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They all do this routine so that they can use their monopoly power to stand between the paying customers and the sites they want to access, thereby extorting money from them all. Customer must never be forced to pay more to access the sites, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

This letter will also be sent to two senators, one representative, the White House, and the FCC. First, to the FCC: don't interfere with the ability to access the Internet, or with websites' ability to reach current and potential customers. The existing rules must remain in place; enforce them.

To the appropriate US senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. Use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. Publicly and strongly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To the appropriate representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

Please notify the responders of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585662 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:29:16 PM

**City/State/Zip:** Indianapolis, Indiana 46224

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585664 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:29:45 PM

**City/State/Zip:** Erie, Pennsylvania 16510

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1585678 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:31:23 PM

**City/State/Zip:** Sylmar, California 91342

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585681 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:31:31 PM

**City/State/Zip:** Mansfield, Texas 76063

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585685 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:32:12 PM

**City/State/Zip:** Houston, Texas 77072

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1585686 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:32:22 PM

**City/State/Zip:** Houston, Texas 77072

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1585690 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:33:07 PM

**City/State/Zip:** Manassas, Virginia 20109

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1585696 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:33:44 PM

**City/State/Zip:** Chicago, Illinois 60626

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1585702 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:34:39 PM

**City/State/Zip:** Morton, Washington 98356

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585707 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:35:33 PM

**City/State/Zip:** Shoreline, Washington 98133

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585708 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:35:51 PM

**City/State/Zip:** Raleigh, North Carolina 27603

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585711 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:36:08 PM

**City/State/Zip:** Jamaica Plain, Massachusetts 02130

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585713 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:36:12 PM

**City/State/Zip:** Fairfax, Virginia 22030

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585731 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:37:50 PM

**City/State/Zip:** Idyllwild, California 92549

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585734 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:38:42 PM

**City/State/Zip:** Atlanta, Georgia 30316

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585735 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:38:50 PM

**City/State/Zip:** Indianapolis, Indiana 46237

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585739 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:39:20 PM

**City/State/Zip:** Santa Barbara, California 93109

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585741 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:39:44 PM

**City/State/Zip:** Mansfield, Pennsylvania 16933

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585748 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:40:19 PM

**City/State/Zip:** Topanga, California 90290

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585749 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:40:19 PM

**City/State/Zip:** Tucson, Arizona 85716

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585751 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:40:20 PM

**City/State/Zip:** Charlotte, North Carolina 28205

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585755 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:40:56 PM

**City/State/Zip:** Fairfax, Virginia 22033

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585756 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:40:56 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19119

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585761 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:42:02 PM

**City/State/Zip:** San Francisco, California 94118

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b)**

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**Ticket: # 1585766 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:42:35 PM

**City/State/Zip:** Keizer, Oregon 97303

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585767 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:42:39 PM

**City/State/Zip:** Los Angeles, California 90068

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585779 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:43:55 PM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585782 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:44:11 PM

**City/State/Zip:** Stony Brook, New York 11790

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585785 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:44:24 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585802 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:46:24 PM

**City/State/Zip:** Saint Paul, Minnesota 55109

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585806 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:47:42 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585864 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:55:25 PM

**City/State/Zip:** Seattle, Washington 98108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585867 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:56:07 PM

**City/State/Zip:** Saint Clair, Michigan 48079

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 1585826 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:49:34 PM

**City/State/Zip:** Cottage Grove, Minnesota 55016

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585827 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:49:46 PM

**City/State/Zip:** Dallas, Texas 75219

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585828 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:49:47 PM

**City/State/Zip:** Cottage Grove, Minnesota 55016

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585830 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:49:52 PM

**City/State/Zip:** Renton, Washington 98057

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585844 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:51:47 PM

**City/State/Zip:** Portland, Oregon 97217

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585845 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:51:54 PM

**City/State/Zip:** Colton, California 92324

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 1585852 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:52:28 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585853 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:52:47 PM

**City/State/Zip:** Portland, Oregon 97267

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 1585855 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:52:57 PM

**City/State/Zip:** Pacific Grove, California 93950

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585862 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:55:18 PM

**City/State/Zip:** Los Angeles, California 90034

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585865 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:55:39 PM

**City/State/Zip:** Bellevue, Nebraska 68147

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585868 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:56:08 PM

**City/State/Zip:** Saint Louis, Missouri 63103

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585869 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:56:12 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585870 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:56:30 PM

**City/State/Zip:** Noblesville, Indiana 46062

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585873 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:57:13 PM

**City/State/Zip:** Austin, Texas 78752

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585945 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:08:28 PM

**City/State/Zip:** Tucson, Arizona 85719

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585901 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:02:01 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585903 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:02:10 PM

**City/State/Zip:** Valhalla, New York 10595

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585906 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:03:06 PM

**City/State/Zip:** Los Angeles, California 90027

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585907 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:03:09 PM

**City/State/Zip:** Eighty Four, Pennsylvania 15330

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585909 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:03:37 PM

**City/State/Zip:** Red Hook, New York 12571

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585910 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:03:41 PM

**City/State/Zip:** Red Hook, New York 12571

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585927 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:05:43 PM

**City/State/Zip:** Whitefield, New Hampshire 03598

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585932 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:06:31 PM

**City/State/Zip:** Kodiak, Alaska 99615

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585936 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:07:06 PM

**City/State/Zip:** Highland Park, Illinois 60035

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

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(b) (6)

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**Ticket: # 1585942 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:07:55 PM

**City/State/Zip:** Wilton Manors, Florida 33311

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585956 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:09:45 PM

**City/State/Zip:** San Francisco, California 94107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585958 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:10:02 PM

**City/State/Zip:** San Marcos, California 92069

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585959 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:10:03 PM

**City/State/Zip:** San Marcos, California 92069

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585960 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:10:10 PM

**City/State/Zip:** Stamford, Connecticut 06906

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585963 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:10:26 PM

**City/State/Zip:** Stamford, Connecticut 06906

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586004 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:16:41 PM

**City/State/Zip:** El Mirage, Arizona 85335

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586015 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:19:24 PM

**City/State/Zip:** Bradenton, Florida 34212

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585972 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:12:07 PM

**City/State/Zip:** New York, New York 10003

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**Ticket: # 1585975 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:12:28 PM

**City/State/Zip:** Santa Rosa, California 95404

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585977 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:12:32 PM

**City/State/Zip:** Pasco, Washington 99301

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585996 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:15:06 PM

**City/State/Zip:** Byram Township, New Jersey 07821

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585999 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:15:18 PM

**City/State/Zip:** Syracuse, New York 13210

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me, and to every American who believes in equal competition and a level playing field.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1586003 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:16:29 PM

**City/State/Zip:** Brookline, Massachusetts 02445

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586017 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:19:51 PM

**City/State/Zip:** Austin, Texas 78727

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586019 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:19:58 PM

**City/State/Zip:** Salt Lake City, Utah 84121

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (b)**

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**Ticket: # 1586023 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:21:19 PM

**City/State/Zip:** Saint Petersburg, Florida 33714

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586024 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:21:27 PM

**City/State/Zip:** Potomac, Maryland 20854

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them. Getting rid of net neutrality hurts everyone in the long run. It is completely idiotic to even consider the possibility of doing away with it.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586036 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:25:00 PM

**City/State/Zip:** Cleveland, Ohio 44121

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1586049 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:27:06 PM

**City/State/Zip:** Canoga Park, California 91304

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1586051 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:27:51 PM

**City/State/Zip:** Huntingdon Valley, Pennsylvania 19006

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586053 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:28:16 PM

**City/State/Zip:** Tacoma, Washington 98407

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1586054 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:28:25 PM

**City/State/Zip:** Kalamazoo, Michigan 49006

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586063 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:29:37 PM

**City/State/Zip:** Los Angeles, California 90066

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (b)**

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**Ticket: # 1586068 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:29:55 PM

**City/State/Zip:** Santa Rosa, California 95409

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586086 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:33:27 PM

**City/State/Zip:** Tampa, Florida 33612

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1586089 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:35:07 PM

**City/State/Zip:** Denver, Colorado 80260

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586091 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:35:21 PM

**City/State/Zip:** Denver, Colorado 80260

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586093 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:35:39 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586098 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:37:41 PM

**City/State/Zip:** Carlsbad, California 92009

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586100 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:38:00 PM

**City/State/Zip:** Indianola, Iowa 50125

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586105 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:39:13 PM

**City/State/Zip:** Van Nuys, California 91401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586111 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:39:50 PM

**City/State/Zip:** Galveston, Texas 77550

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586122 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:41:17 PM

**City/State/Zip:** Provo, Utah 84601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586125 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:41:42 PM

**City/State/Zip:** Kingsley, Michigan 49649

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586127 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:42:00 PM

**City/State/Zip:** Los Angeles, California 90065

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586137 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:44:55 PM

**City/State/Zip:** San Diego, California 92107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586138 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:45:12 PM

**City/State/Zip:** Torrance, California 90503

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586139 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:45:22 PM

**City/State/Zip:** Morristown, New Jersey 07960

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1586141 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:45:56 PM

**City/State/Zip:** Houston, Texas 77054

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Net neutrality is so important. The internet is required to function in today's world and giving ISPs the freedom to slow down websites and extort extra fees is ridiculous. ISPs are paid by regular people and they should not be allowed to take money on every front.

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586143 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:46:14 PM

**City/State/Zip:** San Carlos, California 94070

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)(b)**

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**Ticket: # 1586145 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:46:33 PM

**City/State/Zip:** Jacksonville, New York 14854

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**Ticket: # 1586146 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:46:49 PM

**City/State/Zip:** Baraboo, Wisconsin 53913

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586149 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:47:37 PM

**City/State/Zip:** Fullerton, California 92833

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586159 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:48:50 PM

**City/State/Zip:** Fullerton, California 92833

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586215 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:57:47 PM

**City/State/Zip:** Dallas, Texas 75229

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586210 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:57:27 PM

**City/State/Zip:** Lone Tree, Colorado 80124

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586456 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:38:53 PM

**City/State/Zip:** Magna, Utah 84044

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586178 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:52:00 PM

**City/State/Zip:** Charlotte, North Carolina 28277

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586180 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:52:13 PM

**City/State/Zip:** New York, New York 10023

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586183 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:52:23 PM

**City/State/Zip:** Los Angeles, California 90042

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

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(b)

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**Ticket: # 1586184 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:53:02 PM

**City/State/Zip:** Elephant Butte, New Mexico 87935

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586194 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:55:17 PM

**City/State/Zip:** Corsicana, Texas 75110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586197 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:55:43 PM

**City/State/Zip:** Fort Lee, New Jersey 07024

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586218 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:58:08 PM

**City/State/Zip:** Duluth, Minnesota 55803

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586493 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:44:35 PM

**City/State/Zip:** Kennewick, Washington 99336

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Please leave our Internet free...I am a mom of 5 who just want you to leave our Internet alone and free like it has been! Please think before you vote of the families begging you!!

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586233 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:00:21 PM

**City/State/Zip:** American Fork, Utah 84003

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1586235 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:00:53 PM

**City/State/Zip:** San Francisco, California 94118

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586262 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:05:19 PM

**City/State/Zip:** Orlando, Florida 32804

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586314 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:12:51 PM

**City/State/Zip:** Malone, New York 12953

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586491 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:44:21 PM

**City/State/Zip:** Ogden, Utah 84414

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586546 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:55:55 PM

**City/State/Zip:** Sicklerville, New Jersey 08081

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586328 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:14:40 PM

**City/State/Zip:** Churubusco, Indiana 46723

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586354 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:20:46 PM

**City/State/Zip:** Rolla, Missouri 65401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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**(b) (6)**

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**Ticket: # 1586358 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:21:40 PM

**City/State/Zip:** Anchorage, Alaska 99508

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586370 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:23:23 PM

**City/State/Zip:** Gladstone, Oregon 97027

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586384 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:26:14 PM

**City/State/Zip:** Guerneville, California 95446

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586503 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:47:07 PM

**City/State/Zip:** Houston, Texas 77077

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586564 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:00:42 PM

**City/State/Zip:** La Canada Flintridge, California 91011

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586429 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:34:11 PM

**City/State/Zip:** De Pere, Wisconsin 54115

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586433 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:34:35 PM

**City/State/Zip:** Neptune, New Jersey 07753

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586438 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:35:20 PM

**City/State/Zip:** Haiku, Hawaii 96708

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586439 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:35:21 PM

**City/State/Zip:** Yorktown Heights, New York 10598

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586449 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:37:25 PM

**City/State/Zip:** Bridgeport, West Virginia 26330

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586509 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:47:59 PM

**City/State/Zip:** Astoria, New York 11106

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586513 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:49:43 PM

**City/State/Zip:** Gardiner, Maine 04345

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1586518 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:50:13 PM

**City/State/Zip:** Malvern, Pennsylvania 19355

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1586538 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:54:39 PM

**City/State/Zip:** Whippany, New Jersey 07981

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1586559 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:00:02 PM

**City/State/Zip:** Portland, Oregon 97201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1586579 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:03:27 PM

**City/State/Zip:** Milwaukee, Wisconsin 53204

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586583 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:04:55 PM

**City/State/Zip:** Portland, Oregon 97220

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**BENJAMIN**

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**Ticket: # 1586584 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:05:20 PM

**City/State/Zip:** State College, Pennsylvania 16803

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586630 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:14:21 PM

**City/State/Zip:** Santa Cruz, California 95065

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586663 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:21:00 PM

**City/State/Zip:** Los Angeles, California 90039

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586596 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:07:08 PM

**City/State/Zip:** Davis, California 95616

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586597 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:07:24 PM

**City/State/Zip:** Los Angeles, California 90004

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586601 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:08:59 PM

**City/State/Zip:** Douglassville, Pennsylvania 19518

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586608 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:11:18 PM

**City/State/Zip:** Minneapolis, Minnesota 55409

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586611 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:11:33 PM

**City/State/Zip:** New Orleans, Louisiana 70117

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586612 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:11:45 PM

**City/State/Zip:** Springfield, Missouri 65807

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586627 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:13:53 PM

**City/State/Zip:** Brentwood, New York 11717

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586674 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:22:48 PM

**City/State/Zip:** Fort Lauderdale, Florida 33304

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586638 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:15:52 PM

**City/State/Zip:** Wichita, Kansas 67226

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586641 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:17:30 PM

**City/State/Zip:** Fresh Meadows, New York 11365

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586659 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:19:49 PM

**City/State/Zip:** San Diego, California 92116

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586660 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:20:06 PM

**City/State/Zip:** Portland, Oregon 97212

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586661 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:20:11 PM

**City/State/Zip:** Portland, Oregon 97212

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586684 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:24:26 PM

**City/State/Zip:** Riviera Beach, Florida 33404

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586765 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:33:09 PM

**City/State/Zip:** Vincennes, Indiana 47591

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586709 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:27:12 PM

**City/State/Zip:** Stevensville, Michigan 49127

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586735 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:29:30 PM

**City/State/Zip:** Bremen, Georgia 30110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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Andrew Steinborn

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**Ticket: # 1586787 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:37:03 PM

**City/State/Zip:** Middletown, Ohio 45044

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586860 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:52:42 PM

**City/State/Zip:** Minneapolis, Minnesota 55431

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1586937 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:07:55 PM

**City/State/Zip:** Columbus, Ohio 43224

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586764 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:33:06 PM

**City/State/Zip:** Bend, Oregon 97701

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1586794 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:37:47 PM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586857 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:52:18 PM

**City/State/Zip:** Pottstown, Pennsylvania 19464

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586866 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:53:57 PM

**City/State/Zip:** Virginia Beach, Virginia 23464

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I strongly urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay money to every major cable company or wireless carrier in order to keep working right, which would be very unacceptable! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: NEVER interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should be required to always keep the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he wants to gut the rules in order to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I strongly urge you to publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer instead of the American people, and that's wrong. America deserves better. Appoint an FCC Chairman who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be very happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586873 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:54:50 PM

**City/State/Zip:** Las Cruces, New Mexico 88007

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586802 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:39:02 PM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586806 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:39:32 PM

**City/State/Zip:** Scarsdale, New York 10583

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586807 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:39:43 PM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586832 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:44:24 PM

**City/State/Zip:** San Diego, California 92111

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586840 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:47:02 PM

**City/State/Zip:** Brooklyn, New York 11201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586842 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:47:16 PM

**City/State/Zip:** White Lake, Michigan 48386

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586846 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:49:36 PM

**City/State/Zip:** Arlington, Texas 76014

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586848 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:49:55 PM

**City/State/Zip:** Woburn, Massachusetts 01801

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1586850 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:50:33 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15208

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. In my case, I have two: Comcast (my local cable company) and Verizon (Earth's largest wireless provider). Cable companies and wireless carriers are actively lobbying Congress and the FCC for the power to...

- Block sites and apps, to charge them "access fees"
- Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds); they attempt to hide this behind the routine maintenance and negotiation that \*does\* need to transpire between service providers and large content providers
- Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing this so they can use their monopoly power to stand between us and the sites we want to access, extorting money from both customers and content providers. Customers will be forced to pay more to access the sites they frequent, and those sites will have to pay a kind of protection money to every major cable company or wireless carrier, just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC.

First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff. As an avid internet user, a software engineer, and a website maintainer, I can speak to these issues from the perspective of non-ISP parties.

(b) (6)

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**Ticket: # 1586884 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:56:30 PM

**City/State/Zip:** Chicago, Illinois 60643

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586886 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:57:06 PM

**City/State/Zip:** Palestine, Texas 75801

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1586907 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:01:18 PM

**City/State/Zip:** Houston, Texas 77219

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586911 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:02:46 PM

**City/State/Zip:** New York, New York 10128

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586927 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:06:08 PM

**City/State/Zip:** Columbia, Missouri 65203

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1586928 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:06:35 PM

**City/State/Zip:** Brookfield, Wisconsin 53005

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586936 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:07:53 PM

**City/State/Zip:** Trevor, Wisconsin 53179

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586939 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:08:07 PM

**City/State/Zip:** Makawao, Hawaii 96768

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586940 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:08:09 PM

**City/State/Zip:** Sterling Heights, Michigan 48312

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587033 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:30:07 PM

**City/State/Zip:** Long Beach, California 90808

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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(b) (6)

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**Ticket: # 1586947 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:08:47 PM

**City/State/Zip:** Raleigh, North Carolina 27606

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1586956 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:10:33 PM

**City/State/Zip:** Bronson, Texas 75930

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586962 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:12:17 PM

**City/State/Zip:** South Burlington, Vermont 05403

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586975 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:16:47 PM

**City/State/Zip:** Dacula, Georgia 30019

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586976 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:16:51 PM

**City/State/Zip:** Dacula, Georgia 30019

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586981 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:17:40 PM

**City/State/Zip:** Houston, Texas 77095

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587102 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:45:44 PM

**City/State/Zip:** River Forest, Illinois 60305

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587194 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:05:43 PM

**City/State/Zip:** Mesa, Arizona 85207

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587147 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:55:59 PM

**City/State/Zip:** Oakland, California 94611

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586984 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:18:01 PM

**City/State/Zip:** Brooklyn, New York 11217

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586998 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:21:48 PM

**City/State/Zip:** Lawrenceville, New Jersey 08648

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586999 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:21:59 PM

**City/State/Zip:** O Fallon, Missouri 63366

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587001 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:22:21 PM

**City/State/Zip:** Altamonte Springs, Florida 32714

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1587004 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:22:40 PM

**City/State/Zip:** Lawrenceville, New Jersey 08648

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587023 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:27:23 PM

**City/State/Zip:** Lenoir, North Carolina 28645

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587024 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:28:35 PM

**City/State/Zip:** Millersburg, Ohio 44654

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587027 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:28:44 PM

**City/State/Zip:** Algonquin, Illinois 60102

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587028 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:28:57 PM

**City/State/Zip:** Honolulu, Hawaii 96816

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587030 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:29:07 PM

**City/State/Zip:** Millersburg, Ohio 44654

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587061 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:37:09 PM

**City/State/Zip:** Lenoir City, Tennessee 37771

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587082 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:42:32 PM

**City/State/Zip:** Oakland, California 94610

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587083 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:42:34 PM

**City/State/Zip:** Haverford, Pennsylvania 19041

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587086 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:43:04 PM

**City/State/Zip:** Du Bois, Pennsylvania 15801

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587097 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:44:58 PM

**City/State/Zip:** Winter Haven, Florida 33881

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587113 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:48:02 PM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587116 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:48:38 PM

**City/State/Zip:** Indianapolis, Indiana 46219

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587137 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:53:24 PM

**City/State/Zip:** Santa Monica, California 90405

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587144 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:55:19 PM

**City/State/Zip:** Las Cruces, New Mexico 88007

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1587163 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:59:11 PM

**City/State/Zip:** Bellaire, Texas 77401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587225 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:13:07 PM

**City/State/Zip:** Grants Pass, Oregon 97527

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587261 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:21:36 PM

**City/State/Zip:** Canton, Illinois 61520

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587184 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:04:31 PM

**City/State/Zip:** Kemah, Texas 77565

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587187 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:04:55 PM

**City/State/Zip:** Socorro, New Mexico 87801

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587189 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:05:05 PM

**City/State/Zip:** Camas, Washington 98607

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587190 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:05:19 PM

**City/State/Zip:** Camas, Washington 98607

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587231 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:14:13 PM

**City/State/Zip:** Sevierville, Tennessee 37876

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587243 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:16:43 PM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587262 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:22:56 PM

**City/State/Zip:** Honolulu, Hawaii 96828

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

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(b) (6)

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**Ticket: # 1587211 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:10:27 PM

**City/State/Zip:** Media, Pennsylvania 19063

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1587214 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:10:50 PM

**City/State/Zip:** Geneva, New York 14456

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587217 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:11:52 PM

**City/State/Zip:** Lapeer, Michigan 48446

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587218 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:11:53 PM

**City/State/Zip:** San Mateo, California 94403

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587220 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:11:56 PM

**City/State/Zip:** Fresno, California 93711

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587301 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:36:44 PM

**City/State/Zip:** Beavercreek, Ohio 45431

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587264 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:23:09 PM

**City/State/Zip:** Honolulu, Hawaii 96828

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587272 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:26:00 PM

**City/State/Zip:** Mount Prospect, Illinois 60056

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587299 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:34:48 PM

**City/State/Zip:** Evansville, Indiana 47712

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587300 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:36:26 PM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587346 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:57:11 PM

**City/State/Zip:** Stewart, Ohio 45778

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587320 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:43:21 PM

**City/State/Zip:** Salem, Oregon 97304

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587321 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:46:23 PM

**City/State/Zip:** Salem, Oregon 97304

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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(b) (6)

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**Ticket: # 1587323 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:47:07 PM

**City/State/Zip:** Poplar Grove, Illinois 61065

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587329 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:49:09 PM

**City/State/Zip:** Bronx, New York 10463

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587331 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:49:54 PM

**City/State/Zip:** San Diego, California 92111

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587334 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:51:28 PM

**City/State/Zip:** Holmes, New York 12531

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587340 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:54:49 PM

**City/State/Zip:** Ann Arbor, Michigan 48108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587343 - Protect Net Neutrality!**

**Date:** 4/25/2017 5:56:31 PM

**City/State/Zip:** Saint Louis, Missouri 63119

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1587453 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:29:38 PM

**City/State/Zip:** Berkeley, California 94707

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587499 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:45:44 PM

**City/State/Zip:** Berkeley, California 94704

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587360 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:01:33 PM

**City/State/Zip:** New York, New York 10032

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1587362 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:02:46 PM

**City/State/Zip:** Spokane, Washington 99204

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587386 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:09:58 PM

**City/State/Zip:** Princeton Junction, New Jersey 08550

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587402 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:16:00 PM

**City/State/Zip:** Portland, Oregon 97217

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587428 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:23:21 PM

**City/State/Zip:** Tacoma, Washington 98418

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587431 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:24:57 PM

**City/State/Zip:** Hampton, New Hampshire 03842

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1587450 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:29:13 PM

**City/State/Zip:** Irving, Texas 75061

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587462 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:34:05 PM

**City/State/Zip:** Camarillo, California 93010

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587464 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:36:03 PM

**City/State/Zip:** Valley Center, California 92082

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587472 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:38:47 PM

**City/State/Zip:** Chicago, Illinois 60641

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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[Ticket: # 1587473 - Protect Net Neutrality!](#)

**Date:** 4/25/2017 6:38:47 PM

**City/State/Zip:** Coral Springs, Florida 33067

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**(b)(b)**

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**Ticket: # 1587474 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:38:51 PM

**City/State/Zip:** Chicago, Illinois 60641

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587477 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:40:44 PM

**City/State/Zip:** Valley Center, California 92082

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1587484 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:42:42 PM

**City/State/Zip:** Santa Rosa, California 95401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1587487 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:43:11 PM

**City/State/Zip:** Nashville, Tennessee 37209

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587492 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:44:48 PM

**City/State/Zip:** Annapolis, Maryland 21403

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1587507 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:48:31 PM

**City/State/Zip:** Silverdale, Washington 98315

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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(b) (6)

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**Ticket: # 1587509 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:48:59 PM

**City/State/Zip:** Tacoma, Washington 98444

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 1587511 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:49:57 PM

**City/State/Zip:** Los Angeles, California 90064

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587512 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:50:13 PM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587515 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:50:47 PM

**City/State/Zip:** Charlotte, North Carolina 28208

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1587522 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:52:46 PM

**City/State/Zip:** Los Angeles, California 90064

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587666 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:57:09 PM

**City/State/Zip:** Middletown, Ohio 45044

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587550 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:06:44 PM

**City/State/Zip:** Jacks Creek, Tennessee 38347

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (b)**

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**Ticket: # 1587632 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:40:55 PM

**City/State/Zip:** Topeka, Kansas 66614

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

This is getting old. You are a tool of the industry. All you want to do is rip people off. Someday this will all catch up to us - selfish behavior is not rewarded. The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587569 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:16:10 PM

**City/State/Zip:** Biloxi, Mississippi 39531

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 1587620 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:34:26 PM

**City/State/Zip:** Lewisville, Texas 75077

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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**(b) ((b))**

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**Ticket: # 1587577 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:19:12 PM

**City/State/Zip:** Palm Bay, Florida 32905

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587587 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:23:02 PM

**City/State/Zip:** Grand Rapids, Michigan 49534

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587590 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:24:00 PM

**City/State/Zip:** Evergreen, Colorado 80439

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587595 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:26:08 PM

**City/State/Zip:** Portland, Oregon 97230

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1587719 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:20:06 PM

**City/State/Zip:** Midvale, Utah 84047

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1587624 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:37:44 PM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587660 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:53:37 PM

**City/State/Zip:** Granger, Washington 98932

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587634 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:41:18 PM

**City/State/Zip:** Weott, California 95571

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587647 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:44:51 PM

**City/State/Zip:** Gardnerville, Nevada 89460

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587649 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:45:45 PM

**City/State/Zip:** Aurora, Illinois 60506

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

(b) (6)

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**Ticket: # 1587733 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:26:26 PM

**City/State/Zip:** Lake Stevens, Washington 98258

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b)

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**Ticket: # 1587653 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:49:02 PM

**City/State/Zip:** Wellsville, Utah 84339

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587665 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:57:01 PM

**City/State/Zip:** Middletown, Ohio 45044

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587677 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:00:43 PM

**City/State/Zip:** Northborough, Massachusetts 01532

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587690 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:05:19 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15217

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587693 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:07:48 PM

**City/State/Zip:** Goshen, Indiana 46526

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587694 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:07:49 PM

**City/State/Zip:** Troy, Michigan 48083

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b)

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**Ticket: # 1587696 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:12:22 PM

**City/State/Zip:** Kimberly, Wisconsin 54136

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

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(b) (6)

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**Ticket: # 1587697 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:12:42 PM

**City/State/Zip:** Grasonville, Maryland 21638

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587704 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:13:48 PM

**City/State/Zip:** Fayetteville, West Virginia 25840

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587706 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:15:22 PM

**City/State/Zip:** Cullman, Alabama 35057

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587707 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:17:36 PM

**City/State/Zip:** Pitman, New Jersey 08071

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587750 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:38:14 PM

**City/State/Zip:** Raleigh, North Carolina 27607

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587751 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:39:27 PM

**City/State/Zip:** San Francisco, California 94121

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588341 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:48:48 AM

**City/State/Zip:** Columbia, Missouri 65203

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587766 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:44:57 PM

**City/State/Zip:** Saint Paul, Minnesota 55112

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587768 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:46:39 PM

**City/State/Zip:** Somerville, Massachusetts 02145

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587769 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:46:51 PM

**City/State/Zip:** Somerville, Massachusetts 02145

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587770 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:48:31 PM

**City/State/Zip:** Bonners Ferry, Idaho 83805

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587785 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:57:09 PM

**City/State/Zip:** Boise, Idaho 83705

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587850 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:29:56 PM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587795 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:08:06 PM

**City/State/Zip:** Athens, Pennsylvania 18810

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587867 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:38:47 PM

**City/State/Zip:** Brooklyn, New York 11238

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587868 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:38:52 PM

**City/State/Zip:** Brooklyn, New York 11238

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587937 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:27:14 PM

**City/State/Zip:** Elgin, Illinois 60120

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587934 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:23:35 PM

**City/State/Zip:** Jersey City, New Jersey 07306

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587829 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:22:21 PM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them. Do not dismantle them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587832 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:23:10 PM

**City/State/Zip:** Tahoe City, California 96145

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587883 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:48:07 PM

**City/State/Zip:** Dallas, Texas 75287

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587847 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:28:01 PM

**City/State/Zip:** Princeton, New Jersey 08540

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1587848 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:28:05 PM

**City/State/Zip:** Fairless Hills, Pennsylvania 19030

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587860 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:34:44 PM

**City/State/Zip:** Newton, Massachusetts 02458

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (5)

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**Ticket: # 1587895 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:53:48 PM

**City/State/Zip:** Port Charlotte, Florida 33952

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587896 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:54:03 PM

**City/State/Zip:** Vancouver, Washington 98662

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1587906 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:01:07 PM

**City/State/Zip:** Portland, Maine 04102

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587907 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:02:30 PM

**City/State/Zip:** Kansas City, Kansas 66104

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1587909 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:03:32 PM

**City/State/Zip:** Tulsa, Oklahoma 74108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587911 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:10:38 PM

**City/State/Zip:** Corrales, New Mexico 87048

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1587938 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:28:46 PM

**City/State/Zip:** Minneapolis, Minnesota 55408

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1587939 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:29:23 PM

**City/State/Zip:** Seattle, Washington 98122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The internet is the last true forum of free speech and a fertile land for blossoming enterprise. If you want to protect those you serve, and ensure them the opportunities our forefathers secured for this great country, then you need to vote to protect net-neutrality.

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587949 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:38:27 PM

**City/State/Zip:** Minneapolis, Minnesota 55406

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587950 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:40:00 PM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587988 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:03:32 PM

**City/State/Zip:** San Francisco, California 94114

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588052 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:55:58 PM

**City/State/Zip:** Newbury Park, California 91319

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588003 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:17:44 PM

**City/State/Zip:** Lutz, Florida 33558

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1588004 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:17:49 PM

**City/State/Zip:** Lutz, Florida 33558

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588011 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:21:47 PM

**City/State/Zip:** Elgin, Illinois 60120

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588019 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:27:46 PM

**City/State/Zip:** Huntingdon Valley, Pennsylvania 19006

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588048 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:51:28 PM

**City/State/Zip:** Springfield, Missouri 65804

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588051 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:55:51 PM

**City/State/Zip:** Newbury Park, California 91319

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588053 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:56:02 PM

**City/State/Zip:** Wilson, Wisconsin 54027

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588062 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:10:09 AM

**City/State/Zip:** Florence, Oregon 97439

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588082 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:38:07 AM

**City/State/Zip:** Griffin, Georgia 30223

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1588083 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:38:38 AM

**City/State/Zip:** Pleasant Hill, California 94523

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588086 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:48:44 AM

**City/State/Zip:** Boonville, California 95415

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588088 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:50:09 AM

**City/State/Zip:** Jacksonville, North Carolina 28546

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588100 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:00:09 AM

**City/State/Zip:** Eugene, Oregon 97401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588101 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:00:40 AM

**City/State/Zip:** Mesa, Arizona 85202

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

(b) (6)

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**Ticket: # 1588104 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:09:57 AM

**City/State/Zip:** Vale, North Carolina 28168

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588191 - Protect Net Neutrality!**

**Date:** 4/26/2017 7:38:54 AM

**City/State/Zip:** Upper Darby, Pennsylvania 19082

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588203 - Protect Net Neutrality!**

**Date:** 4/26/2017 8:06:50 AM

**City/State/Zip:** Dallas, Pennsylvania 18612

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1588207 - Protect Net Neutrality!**

**Date:** 4/26/2017 8:13:05 AM

**City/State/Zip:** Caledonia, Michigan 49316

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1588211 - Protect Net Neutrality!**

**Date:** 4/26/2017 8:16:38 AM

**City/State/Zip:** Stockton, California 95204

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1588212 - Protect Net Neutrality!**

**Date:** 4/26/2017 8:18:23 AM

**City/State/Zip:** Madison, Wisconsin 53703

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588268 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:12:17 AM

**City/State/Zip:** State College, Pennsylvania 16801

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588223 - Protect Net Neutrality!**

**Date:** 4/26/2017 8:33:10 AM

**City/State/Zip:** Meridian, Idaho 83642

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588224 - Protect Net Neutrality!**

**Date:** 4/26/2017 8:33:34 AM

**City/State/Zip:** Lee, Massachusetts 01238

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588252 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:02:42 AM

**City/State/Zip:** Covington, Kentucky 41014

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588662 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:23:31 AM

**City/State/Zip:** Tahlequah, Oklahoma 74464

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588288 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:24:14 AM

**City/State/Zip:** Austin, Texas 78754

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1588339 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:48:05 AM

**City/State/Zip:** Collegetown, Pennsylvania 19426

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588351 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:54:30 AM

**City/State/Zip:** Phoenix, Arizona 85007

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

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(b) (6)

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**Ticket: # 1588352 - Protect Net Neutrality!**

**Date:** 4/26/2017 9:54:43 AM

**City/State/Zip:** Flushing, New York 11355

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1588378 - Protect Net Neutrality!**

**Date:** 4/26/2017 10:07:11 AM

**City/State/Zip:** Worcester, Massachusetts 01605

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1588385 - Protect Net Neutrality!**

**Date:** 4/26/2017 10:09:17 AM

**City/State/Zip:** San Luis Obispo, California 93401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1588392 - Protect Net Neutrality!**

**Date:** 4/26/2017 10:12:02 AM

**City/State/Zip:** Garland, Texas 75040

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1588393 - Protect Net Neutrality!**

**Date:** 4/26/2017 10:12:11 AM

**City/State/Zip:** Garland, Texas 75040

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588399 - Protect Net Neutrality!**

**Date:** 4/26/2017 10:14:37 AM

**City/State/Zip:** Springfield, Oregon 97477

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588519 - Protect Net Neutrality!**

**Date:** 4/26/2017 10:47:26 AM

**City/State/Zip:** Torrance, California 90505

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (b)**

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**Ticket: # 1588473 - Protect Net Neutrality!**

**Date:** 4/26/2017 10:35:17 AM

**City/State/Zip:** Saint Paul, Minnesota 55110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1588565 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:01:48 AM

**City/State/Zip:** Plainfield, Illinois 60544

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1588573 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:03:40 AM

**City/State/Zip:** Houston, Texas 77019

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588745 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:44:30 AM

**City/State/Zip:** Minneapolis, Minnesota 55426

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588741 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:43:30 AM

**City/State/Zip:** Stillwater, New York 12170

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588749 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:45:31 AM

**City/State/Zip:** Granger, Indiana 46530

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588707 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:34:35 AM

**City/State/Zip:** East Taunton, Massachusetts 02718

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588715 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:35:49 AM

**City/State/Zip:** Highland Park, Illinois 60035

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me! I urge you to protect them!

Like most Americans, I only have one choice for true high speed Internet access: my local cable company.

Monopoly Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588716 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:36:28 AM

**City/State/Zip:** Richmond, Virginia 23220

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588725 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:38:05 AM

**City/State/Zip:** Festus, Missouri 63028

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

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(b) (6)

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**Ticket: # 1588742 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:43:36 AM

**City/State/Zip:** Somerville, Massachusetts 02143

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

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(b) (6)

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**Ticket: # 1588801 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:00:47 PM

**City/State/Zip:** Winter Park, Florida 32789

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588765 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:50:23 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19127

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588770 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:51:25 AM

**City/State/Zip:** Rodeo, California 94572

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1588788 - Protect Net Neutrality!**

**Date:** 4/26/2017 11:56:07 AM

**City/State/Zip:** Holbrook, New York 11741

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588797 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:00:15 PM

**City/State/Zip:** Virginia Beach, Virginia 23464

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans have only one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay money to every major cable company or wireless carrier—just to keep working right! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: you must NEVER interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should be required to always keep the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I urge you to use that power. Pai, a former Verizon employee, has made it clear he wants to gut the rules in order to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you to publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chairman who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588807 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:01:45 PM

**City/State/Zip:** Mission, Texas 78572

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1588819 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:03:58 PM

**City/State/Zip:** Tucson, Arizona 85730

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1588828 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:06:40 PM

**City/State/Zip:** New Orleans, Louisiana 70122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1588830 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:06:52 PM

**City/State/Zip:** New Orleans, Louisiana 70122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588832 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:06:57 PM

**City/State/Zip:** New Orleans, Louisiana 70122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1589027 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:01:14 PM

**City/State/Zip:** Kerrville, Texas 78028

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1589100 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:14:47 PM

**City/State/Zip:** Middletown, Ohio 45044

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1589009 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:56:10 PM

**City/State/Zip:** Westerville, Ohio 43082

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588954 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:41:37 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1588904 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:25:06 PM

**City/State/Zip:** Laingsburg, Michigan 48848

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588956 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:41:42 PM

**City/State/Zip:** Santa Fe, New Mexico 87508

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588962 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:43:21 PM

**City/State/Zip:** Cincinnati, Ohio 45206

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1588931 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:33:13 PM

**City/State/Zip:** Graton, California 95444

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588941 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:36:43 PM

**City/State/Zip:** Austin, Texas 78759

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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(b) (6)

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**Ticket: # 1588946 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:38:37 PM

**City/State/Zip:** Bellingham, Washington 98229

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (

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**Ticket: # 1588948 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:39:40 PM

**City/State/Zip:** Saint Paul, Minnesota 55109

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1589129 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:21:56 PM

**City/State/Zip:** Forest Grove, Oregon 97116

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1589117 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:20:00 PM

**City/State/Zip:** Windsor, California 95492

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1589091 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:11:22 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1589102 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:15:05 PM

**City/State/Zip:** Middletown, Ohio 45044

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1589173 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:30:43 PM

**City/State/Zip:** Washington, Missouri 63090

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1592826 - Protect Net Neutrality!**

**Date:** 4/27/2017 4:35:57 PM

**City/State/Zip:** Robinson, Illinois 62454

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1597147 - Preserve Net Neutrality**

**Date:** 4/30/2017 8:37:42 PM

**City/State/Zip:** Honolulu, Hawaii 96822

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### **Description**

I'm writing to demand that Ajit Pai protect Net Neutrality rather than buckling to the demands of Trump and his corporate advisors. I've read that Pai thinks corporations should voluntarily commit to not censoring and controlling their customers' internet usage. But this is naive or deceptive -- even with net neutrality regulations currently in place, telecom companies have already tried to break the rules. AT&T tried to stop iPhone users from using FaceTime. T-Mobile used its Binge On service to slow down YouTube download speeds. Comcast put data caps on its broadband customers but exempted their own streaming service. We NEED net neutrality to preserve free speech and access to information in America for everyone. Please do your job and protect the rights and needs of the American people!

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[Ticket: # 998783 - Data caps](#)

**Date:** 5/24/2016 4:21:31 PM

**City/State/Zip:** Honolulu, Hawaii 96815

**Company Complaining About:** Time Warner

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## **Description**

Data caps are bad, mmkay.

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**Ticket: # 774506 - Satellite Internet****Date:** 1/26/2016 4:35:50 PM**City/State/Zip:** New Plymouth, Ohio 45654**Company Complaining About:** Hughes Net

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**Description**

I firmly believe that HughesNet has two major scams on their customers. For one, the data cap that is in place over satellite internet users is egregiously unfair. Their claim is that in order to ensure that all customers have a "fair share" of the internet, this cap has to be in place. However, you can get out of this cap, and use more than your fair share, if you are willing to pay more and more money. Funny, my satellite TV doesn't limit the amount of TV I can watch. As if this isn't enough, I am positive the company is inaccurately recording the amount of data we use each month. The data just disappears. I already have to pay an exorbitant amount of money for only 10GB of data a month - but when half of that data disappears in two days, it's absolutely horrendous. When you call to complain, they either tell you there is something wrong with your modem, or they simply cannot find an issue at all. Case in point: Our data resets on the 22nd of each month. This month on the 22nd, we woke up at 9:30am to find 2.2GB of our data was already used. When we were asleep. I called them to complain, and they asked us to disconnect our modem for two hours while they "looked into" the issue. When I called them back, in the two hours when we were without internet, we had somehow used another 600MB of data. The lady on the phone agreed that there was no reason for this data loss and credited our account with 3GB of tokens. However, the data just kept disappearing throughout the day for no reason. The technician said they would continue to look into the issue, and would call me back in 48 hours. I assured them I would be filing a complaint with your office, as this was not the first time of this issue. I also indicated to them that I was 100% positive their search would find no explanation or cause of the data loss, that I firmly believe it is their company policy to cause erroneous data loss to force their customers into buying additional restore tokens each month, or committing to a more expensive plan with the false idea that will solve the issue. As predicted, I received a voice mail today indicating the technicians can find no reason for our mysterious data loss, and to please call them back if we want additional support. So no reason. No solution. Again. And again. And because I choose to live in a rural area, this is my only choice. There is no broadband here (which is another full complaint). If you search your own records, complaints with the BBB, or even just a Google search of HughesNet reviews, I guarantee you the MAIN complaint is mysteriously disappearing data. This is unacceptable. We don't stream videos. We don't update or download apps. Yet the data clicks ever downward.

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**Ticket: # 798946 - Ban zero rating!**

**Date:** 2/8/2016 7:30:28 PM

**City/State/Zip:** Minneapolis, Minnesota 55419

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

(b) (6)

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[Ticket: # 802234 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/10/2016 11:43:15 AM

**City/State/Zip:** Camden, West Virginia 26338

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 810840 - Comcast Imposing Data Caps Witout Warning**

**Date:** 2/15/2016 12:26:39 AM

**City/State/Zip:** Fort Lauderdale, Florida 33315

**Company Complaining About:** Comcast

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### **Description**

Comcast imposed data caps spontaneously on my account, which previously was unlimited, in Fort Lauderdale Fl. They now want me to pay an extra \$30 to have my service as it was. I have called them multiple times but they cite it as a policy change an nothing can be done. I am beyond frustrated as the cap is low 300 GB witch with a Family we constantly go over.

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**Ticket: # 954260 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 4:48:19 PM

**City/State/Zip:** Waynesburg, Pennsylvania 15370

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 954261 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 4:48:22 PM

**City/State/Zip:** Santa Rosa, California 95409

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 954662 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/5/2016 5:20:08 PM

**City/State/Zip:** El Paso, Texas 79905

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 956909 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 9:23:29 AM

**City/State/Zip:** Laurel, Maryland 20726

**Company Complaining About:** Verizon

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## Description

The Net Neutrality rules that the FCC passed last year in response to the millions of people who spoke out are being abused by the same cable and phone companies that fought it in the first place and they are still attempting to stop the open internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 959646 - XXXX XXXXXXXXXXXX's XXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/6/2016 2:19:20 PM

**City/State/Zip:** Luther, Oklahoma 73054

**Company Complaining About:** AT&T

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## Description

The cable and phone companies that fought to destroy Net Neutrality are creating harmful new schemes that threaten the open Internet.

AT&T is breaking the rules. The FCC should put a stop to it. The decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce the rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 960613 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 4:20:40 PM

**City/State/Zip:** Pittsfield, Massachusetts 01201

**Company Complaining About:** Verizon

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## **Description**

Last year, the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet, and that is the ISP I'm using.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules. We need to play fair, and your secret practices are like cheating.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon, as idiotic as they are, created another toll: charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in YOUR sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have, and it will cause a global war between the Internet itself towards its eventual demise. This being one of the reasons for that famous headline grabbing strike against Verigreedy, or Verizon.

These programs also create perverse incentives for your company to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use, like the Internet itself. It's a source of knowledge, and I'd rather not be stuck trying to decide the ultimate ending of my digital life, especially when it comes to digital suicide.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As a CUSTOMER OF THIS ISP, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules, since this ISP is under-handed.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers. Break down those gates with a battering ram.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email, since I'd like to read what you think.

(b) (6)

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**Ticket: # 960983 - complaint re: ISP Zero Rating****Date:** 5/6/2016 5:11:35 PM**City/State/Zip:** Richmond, California 94804**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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**Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 961089 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:25:05 PM

**City/State/Zip:** Burlington, Vermont 05401

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 961092 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/6/2016 5:25:29 PM

**City/State/Zip:** Boulder, Colorado 80304

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 965451 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/9/2016 11:18:55 AM

**City/State/Zip:** Santa Rosa, California 95405

**Company Complaining About:** Comcast

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## **Description**

The FCC has protected the open Internet by passing strong Net Neutrality rules. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that pose a serious threat to the open Internet.

Instead of following the rules, Comcast is breaking them. The FCC needs to stop Comcast not make decisions behind closed doors when or how it will enforce its rules. Secret "courts" do not create trust.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage.

Comcast should not be the one determining what can and cannot be seen on the internet by giving special privileges to their own services and punishing others. They can instead, sell their product at a lower cost and/or offer more and better service.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

A Comcast customer, should be able to choose freely whether they want to subscribe to Comcast's traditional cable service or whether to watch videos online.

Comcast is doing whatever it can to get around the FCC's Net Neutrality rules. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

The FCC's needs to protect consumers from these kinds of abuses and uphold their rules.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 971261 - Data caps](#)

**Date:** 5/11/2016 3:23:14 AM

**City/State/Zip:** Miami, Oklahoma 74354

**Company Complaining About:** Cable One

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## **Description**

Cableone has started putting a monthly data cap on customers Internet usage.

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[Ticket: # 979077 - XXXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/15/2016 9:44:23 AM

**City/State/Zip:** Rainier, Washington 98576

**Company Complaining About:** Comcast

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 998742 - Data Caps](#)

**Date:** 5/24/2016 4:16:56 PM

**City/State/Zip:** Burbank, California 91505

**Company Complaining About:** Charter

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## **Description**

Please do not let ISPs ruin the internet by imposing Data Caps

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[Ticket: # 993692 - unlimited data ONLY if I purchase TV, Net Neutrality violation](#)

**Date:** 5/22/2016 9:30:27 PM

**City/State/Zip:** Mansfield, Texas 76063

**Company Complaining About:** AT&T

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## **Description**

AT&T just implemented a 600GB a month data cap on my account. However, they will remove it if I sign up for a TV package of \$50 a month. This goes against the very principal of Net Neutrality that the FCC voted on.

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**Ticket: # 997742 - Data Caps**

**Date:** 5/24/2016 2:28:04 PM

**City/State/Zip:** Jersey City, New Jersey 07302

**Company Complaining About:** Verizon

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## **Description**

With the announcement that AT&T is adding Data Caps to their Internet service I am officially ready to start sending in complaints. What Comcast(XFINITY/NBC/Universal), AT&T, Smart City, and other providers do affects everyone. If one company can get away with Data Caps to charge more money or force their customers to stop cord cutting then it is only a matter of time before all of the major providers are doing it. Data Caps are bad for competition and bad for the Consumer. ISPs will try and spin it every which way because they are in the business of making money, but at the end of the day, like the tobacco companies, They are wrong. Data Caps are bad for competition, the marketplace, and bad for the Consumer.

I buy video games online, These games can often be 20-60 GB in size. When you add in frequent updates, Downloadable content, and other factors, the amount of data that it takes to download a modern AAA game title is enormous. If data caps were applied to my internet connection, online video game stores as well as the developers and publishers of those games would lose my business because I would not be able to buy an download more than a few games each month without hitting the data cap. This is just one example where entire industries are dependent on the consumer's ability to download large amounts of data without an issue. Data Caps are bad for competition and bad for the Consumer.

All of the ISPs are doing this to collect more money from the Consumer and push customers towards their products. AT&T will remove the data caps for an extra \$30 a month or if you add their TV service. Why? Because it slows down cord cutting. Data Caps are bad for competition and bad for the Consumer. If customers are forced to pay extra for their Netflix watching, maybe they will settle for TV service instead. I have no interest in traditional TV service and the ISP knows this, but without the ability to use the internet as I want I am limited to only the services the ISPs offer. Data Caps are bad for competition, the marketplace, and bad for the Consumer.

I fear that if these companies (AT&T, Comcast, SmartCity, etc) are allowed to continue imposing these caps then it will become common in the industry and come to my provider as well. Please stop Data Caps. Data Caps are bad for competition and bad for the Consumer.

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[Ticket: # 998279 - Data caps](#)

**Date:** 5/24/2016 3:30:23 PM

**City/State/Zip:** Knoxville, Tennessee 37918

**Company Complaining About:** Comcast

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## **Description**

Please prevent data caps from becoming the norm, as of now, it is tolerable to most users, but the demand for data is only going to increase, and if these caps are in play, then it would prevent people from being able to effectively use the web for anything

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[Ticket: # 998282 - AT&T data caps](#)

**Date:** 5/24/2016 3:30:30 PM

**City/State/Zip:** Garfield Heights, Ohio 44125

**Company Complaining About:** AT&T

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## **Description**

AT&T data caps are ridiculous and should not be allowed. There's no reason for them to exist and only restrict internet usage.

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[Ticket: # 999027 - Data Caps](#)

**Date:** 5/24/2016 4:47:29 PM

**City/State/Zip:** Concord, North Carolina 28027

**Company Complaining About:** Time Warner

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**Description**

No Data Caps please! They inhibit my right to free speech!

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[Ticket: # 999091 - Data caps](#)

**Date:** 5/24/2016 4:54:08 PM

**City/State/Zip:** Greenville, North Carolina 27834

**Company Complaining About:** Sudden Link

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## **Description**

Data caps are unfair to the public and limiting freedom of information.

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**Ticket: # 1218216 - Data cap**

**Date:** 9/25/2016 8:25:35 AM

**City/State/Zip:** Edinboro, Pennsylvania 16412

**Company Complaining About:** Coaxel Cable Edinboro Pa

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## **Description**

In Edinboro Pennsylvania coaxial cable is selling to Armstrong cable. I believe it takes fact at the start of October. We will be losing our unlimited data for a data cap of only 200 GB. We as a family watch Netflix and also stream music from time to time. 200 GB is not a fair amount and this time in age. I don't know if this complaint will reach anyone or not but thank you for taking the time to read it.

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[Ticket: # 993691 - data caps/open internet](#)

**Date:** 5/22/2016 9:26:39 PM

**City/State/Zip:** Wilmington, Vermont 05363

**Company Complaining About:** Duncan Cable Llc

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## **Description**

data caps are a greedy horrible practice in america. it severely hurts education, innovation and consumers for the profit of greedy corporations. most of these are being imposed by companies upset people are cutting the cable costs from there lives. we dont need cable anymore. europe and asia are all way more open internet then the country that claims to be the most free, america. the fact that you approved charters merge with twc with a limited stipulation is terrible ( only 7 years without data caps? how about forever). end this terrible thing.

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**Ticket: # 358135 - Cox Data Caps and Competition****Date:** 6/23/2015 12:37:08 PM**City/State/Zip:** Olmsted Township, Ohio 44138**Company Complaining About:** Cox

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**Description**

Cox Communications has stated that it will begin implementing and charging for data caps this coming fall in the Cleveland area. I live in a suburb of Cleveland where we have 2 residential service providers of which Cox is the only Broadband service provider providing at least 25 Mbps. The data tiers are based upon the speed threshold that you choose without the ability to buy data based packaged. The highest tier provides 2 TB per month at 150 Mbps. The second tier allows for 700 GB at 100 Mbps the 3rd tier is 300 GB at 50 Mbps. A reduction in speed of 33% means that your total data allowance is reduced to 35% of what it would be at the highest tier. The difference between tiers 2 and 3 is a 50% reduction in both speed and data allowance. Part of the problem is that when I check to see my data usage it will be at minimum updated once per day and may not be updated for a full 24 hours or more. With a data overage of \$10 for every 50 GB Cox is pushing everyone to their highest speed/data tier since there is no option for a larger data block to be purchased at lower speeds. It seems as if Cleveland in particular was chosen for this trial since many of the areas where Cox provides internet are areas where Cox competes against AT&T who only offers speeds at 10% of the speed of Cox for a price that is about equivalent to Cox. If Cox has a competitor than these data caps can be kept in check by competition but in some territories Cox has no competition at all and consumers thus have no choice but to pay what Cox charges them.

Cox also offers On Demand and Flex watch television which currently do not count towards the data caps. Choosing to rent a movie from a competing service of Amazon, Google play, or iTunes thus has an additional data charge that must be considered when choosing where to rent streaming movies from. Netflix, Amaxon Prime, and Hulu are also affected since they compete against the Cable offerings of Cox and are at a disadvantage since Cox cable offerings do not count when using on Demand or DVR services whereas Netflix amazon Prime, and Hulu all count towards the data cap that Cox has in place for internet services. Also with this new charge being put into place it is very difficult to understand exactly how things are charged and the customer service representatives have not been informed of a lot of the charges taking place. Emailed transcripts of Chat logs with the customer service employees giving invalid information has been collected in order to determine how the new data cap charges were being put into place.

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**Ticket: # 368386 - Connection Throttling, Price Gouging, Data Caps**

**Date:** 6/26/2015 2:25:45 PM

**City/State/Zip:** Lafayette, New Jersey 07848

**Company Complaining About:** Service Electric Broadband Cable

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## **Description**

Multiple issues of throttling connections. Raises prices knowing they are the only broadband internet option in the area. Data caps on ALL broadband internet packages. Suggests calling a month or more in advance to set up a cable connection (with already having the hardware installed).

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**Ticket: # 379724 - Internet Data Caps****Date:** 7/2/2015 12:36:57 PM**City/State/Zip:** Boardman, Ohio 44511**Company Complaining About:** Armstrong Cable

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**Description**

Forced to use one provider due to regional monopolies, we are already charged at a rate that starts to content with other utilities the government considers under title 2. Exceeding these data allowances causes even more financial hardship due to low caps, regardless of what package you purchase the cap is the same, and you are continuously charged for the data during the remainder of the billing cycle if you go over.

Internet is a NON- finite resource. It should not be treated as if that resource was protected or in short supply. I pay for my utility monthly, at a price they set that is nonnegotiable knowing that i have no choice but to pay it or go without because of the strangle hold they have on my area.

I had made an attempt to get a provider to simply come a few houses further on the street, but to no surprise they too, instead of competing, offer a single line constructed just to my home, at an extremely unreasonable price to scare me off.

The caps are no more than a business ploy to increase profit margins at the expense of their customers that are given a take it or suffer without ideology.

It would be understandable to charge slightly more a month for the increase of energy used due to increased internet usage. The same, renewable, green energy which is fairly cheap to sustain. data caps are only allowing these greedy companies to bleed more profit to cover the increasing loss of their phone and cable services.

in a world that is becoming more and more connected to everything that is used, day in and day out, we cannot allow these companies to continue with these data caps. When it comes to the point that everything we do is connected to ever evolving internet they will simply be able to recklessly charge anything they want for how ever much they want, with no threat of customers standing against them, or leaving the utility.

this needs to stop. they have made enough from us. show them they cannot treat people in this manner.

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**Ticket: # 441526 - Data Usage Error**

**Date:** 8/1/2015 10:13:42 AM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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**Description**

On the afternoon of July 31 2015 I had approximately 70 GB remaining on my data cap for July after asking my permission, my son downloaded a 30 GB game from Steam. Realizing that we had unused capacity I also had my 2 sons download a large update to their windows operating system (approximately 6 GB).

All of this was done for the purpose of using up the remaining data from July and to avoid using data from my August usage cap.

All download were completed during the evening hours prior to 6 PM Eastern time.

This morning (prior to any significant internet usage) the Comcast Data usage meter reports that I ended July with approximately 50 GB of unused data, and that I have used 26 GB during the month of August.

Checking my router logs for 7-31-15 and 8-1 15 I have confirmed that my son's gaming PC indeed used just under 40 GB of data on 7-31-15 and each of my two sons' laptops used approximately 3 GB of data (the size of the Windows 10 update). My entire household has used approximately one half GB as of 9:30 AM 8-1-15.

During my attempt to correct this error, I was kept on the phone for 55 minutes transferred to 3 different departments and after sitting on hold the third time for several minutes I heard a recording asking if I'd received a notice about copyright infringement and the call was then disconnected.

This highlights the folly of allowing Comcast to continue this misguided attempt meter data usage.

They are not even capable of accurately measuring the usage.

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[Ticket: # 445055 - Data Caps on Mediacom](#)

**Date:** 8/3/2015 6:18:16 PM

**City/State/Zip:** Bloomington, Illinois 61705

**Company Complaining About:** Mediacom

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## **Description**

The ISP Mediacom has implemented data caps, which has increased the cost associated with canceling traditional cable television service, as internet streaming television services require a higher allocation of my per-month data.

At \$10 per 50gb, netflix uses 3GB/hour of video, which means that Mediacom is charging almost \$1 per movie watched after the 250gb cap (rounded up, in Mediacom's favor as per their terms and conditions).

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**Ticket: # 481551 - Comcast's Data Usage Cap Is Not Transparently Advertised and is an attack on Net Neutrality**

**Date:** 8/20/2015 8:52:28 PM

**City/State/Zip:** Mount Pleasant, South Carolina 29464

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

I am a concerned consumer and American, who has been forced into choosing Comcast as an internet service provider because there are no other high speed internet services in the area I live, in Mount Pleasant, SC just outside Charleston. I recently moved to this area, swore that I would never use Comcast again after having endured poor customer service, poor quality, and high prices while I lived in Boston, MA. (Mount Pleasant has ~75,000 people - how is Comcast the only option for multiple areas in this town?) Nevertheless, after moving to a neighborhood that has no other option for internet, I reluctantly signed on for Comcast internet but refused to do so for cable TV. At no time was it mentioned during their advertising or during purchasing online or after talking with their customer service representative about installation or by the technician during installation that the company is "trialing" a data cap of 300 GB in the Charleston area. This month, I received a pop up window while conducting an internet search saying I'm about to go over my data limit. What limit?! I was surprised because I didn't know I had a limit (given that this is not standard for any other ISP I've ever used in my life or even for Comcast in the past). They never communicated this in any apparent or meaningful way prior to signing up. Should I consider myself lucky they told me I'm about to go over my limit when I reached 90% of the data plan I had no idea I was enrolled in?! Furthermore, from a grander perspective, these data cap "trials" are a violation of the concept of net neutrality and an attempt by Comcast to penalize cable cord cutters for choosing innovative, cheaper ways to consume information and entertainment (via the internet) rather than through a terrible cable service that makes you pay for ~150 channels to actively watch ~4 channels. Someone needs to hold Comcast accountable for being transparent with advertising - implementing data caps and charging overages for a data plan has to be the FIRST thing mentioned when advertising any sort of telecommunication service. Secondly, the FCC should prohibit monopoly companies like Comcast from arbitrarily instituting data caps, as they unfairly pressure customers to select against accessing products (internet content that is streamed) because they directly compete with Comcasts' other self interests.

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**Ticket: # 470363 - Comcast Data Caps**

**Date:** 8/15/2015 11:04:15 AM

**City/State/Zip:** Senatobia, Mississippi 38668

**Company Complaining About:** Comcast

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## **Description**

Recently a high level Comcast executive was asked why Comcast's data caps were set so low compared to the speeds they are selling. His answer was, "No idea - I'm involved on the engineering side to manage the measurement systems but don't weight in on the business policy."

A very interesting answer that basically means that their data caps are not there for technical reasons but as a money grab opportunity.

Read the article here: <http://www.http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Since Comcast's own executives have "no idea", perhaps you can explain why their data caps are not present in every market. Perhaps you can explain why the data cap amount is different even in the markets that have them. Perhaps you can explain why I can stream Comcast content, XFINITY On Demand, all day with no data use but if I stream Amazon or Netflix, I am using my data and could exceed the cap quickly. Perhaps you can explain why you let kind of stuff go on? Comcast has a monopoly here on HSI. I have no other choice if I want HSI.

I believe it is past time that the FCC address this issue of unfairness.

Thank you for your consideration!

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[Ticket: # 474076 - Anti-competitive practices](#)

**Date:** 8/17/2015 9:23:13 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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### **Description**

Comcast implements a data cap on my connection which prevents me from fully using streaming services which are a competitor to its TV service.

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**Ticket: # 485058 - Data cap**

**Date:** 8/23/2015 12:12:08 PM

**City/State/Zip:** Loganville, Georgia 30052

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam,

I have internet only service from Comcast in the Atlanta area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage.

I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

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**Ticket: # 496025 - Data Cap**

**Date:** 8/28/2015 9:46:21 AM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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## **Description**

I would like to file a complaint against Comcast Cable. They have a monopoly in my area when it comes to high speed internet. AT&T does provide internet to my home but at a speed that can not really be called high speed. Comcast has decided to use their monopoly to extort additional money from me with a laughable data cap that is not driven by capacity on their network but as a way to punish their customers who use the internet as a means to watch television instead of subscribing to their overpriced and outdated cable service .

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[Ticket: # 498048 - Comcast violates Open Internet](#)

**Date:** 8/28/2015 11:47:43 PM

**City/State/Zip:** Atlanta, Georgia 30338

**Company Complaining About:** Comcast

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## **Description**

Tonight I got a notice from Comcast that I was close to my internet data cap. This is a cap that has not been enforced in the past and is now enforced on a random basis throughout the country. My family uses the data to watch Netflix and other streaming services. Comcast's policy is a way to block these services in favor of their paid services. As a result they are violating open internet and net neutrality.

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**Ticket: # 507696 - Internet Usage charges****Date:** 9/2/2015 11:36:42 PM**City/State/Zip:** Johns Creek, Georgia 30022**Company Complaining About:** Comcast

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**Description**

Comcast's Usage based (data cap) policy is extremely unfair and a way for them to continue to hold their monopoly and extort fees from their users who have little or no other broadband service available to them. I am a cable subscriber, which I hardly watch, and use cable cards rented through Comcast so I don't have to use their X1 spy boxes that can monitor what I watch and when I watch it. These boxes allow you to pretty much stream the same shows available on their Comcast X1 platform using Comcasts pipe but not incurring any data usage. However when I watch the same show on my computer via the Comcast TV GO website I do incur data usage.

Comcast is testing the limits to see what its users will put up with hoping that if they begin the usage based billing NO other provider will be able to compete in the tv or IPTV space when the movement will gain momentum in a few years. Comcast can deliver what ever it want through its pipes but if users attempt to use a service to provide video base content over comcasts pipes the bits get so expensive that the cost of Comcast internet + Comcasts internet over fees + future IPTV service would be necessarily more expensive than just paying Comcast for tv service. Thus most users will just continue to pay Comcast for TV service and Internet and Comcast can continue to keep being the artificial monopoly it is. Yes I do have other providers but NONE that offer what the FCC now considers broadband- no service office 5Mbps up.

Also tv service as we know it - watching on a screen as a certain time is going away and tv when you want where you want and on what device you want is the future- the reason to have Comcast cable will not be for the actual tv service but for the user authentication token to log into the providers site to view their paid content, and thus their users will utilize more and more DATA and have larger and larger bills.

Worse of all I cannot even view my Comcast data usage as it states that the the usage meter is not working. This has been going on for 3 weeks. How can I know how much data I can use and how to base my usage if Comcasts own tools are incapable of providing me this data. They make it impossible to gauge the data usage if their tools do not work. Every time I call to discuss the data cap no one in the Philippines (AKA their customer support team) has any idea what I am talking about. Do they have this little respect for their customers?

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[Ticket: # 514510 - Comcast data cap](#)

**Date:** 9/7/2015 5:44:07 PM

**City/State/Zip:** Knoxville, Tennessee 37919

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast cable internet customer and the company currently implements a 300GB data cap in my area. They also supply their own streaming service that customers must pay for and is exempt from the data cap totals. This effectively drives out competition and penalizes customers for using competing streaming services. They are the only cable internet provider in my area, and are using this local monopoly to create a non-competitive market for Internet streaming services. This type of business practice should be illegal, and the fcc should not allow ISPs to implement data caps.

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**Ticket: # 529588 - Suddenlink Blocking Streaming from VH1 (or vice versa)**

**Date:** 9/15/2015 12:20:01 PM

**City/State/Zip:** South Charleston, West Virginia 25303

**Company Complaining About:** Sudden Link

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## **Description**

I subscribe to internet only (no TV subscription) from Suddenlink in Charleston WV. I cannot view VH1 (and I assume Comedy Central - tho haven't tried - or other Viacom online streams) streaming videos due to Suddenlinks ongoing dispute with Viacom. Suddenlink/Viacom is restricting the open internet by blocking these streams. I would like access to these streams since I do not subscribe to Pay TV thru Suddenlink only internet access.

Also Suddenlink is imposing data caps on my internet in exchange for higher throughputs - I would rather have lower throughput and no data caps which isn't an option. Since I do not subscribe to Pay TV these data caps are an interference with my open neutral access of internet content at a reasonable cost. My previous plan was 15 Mbps with no caps for \$40 - my new plan (50Mbps) reasonably should cost no more than \$40 to be equivalent - however exceedence of data caps will significantly may my access more expensive @ \$10 for 50GB. I do not use the extra 35Mbps and therefore would not have switched to the new plan - it was forced upon me.

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**Ticket: # 536531 - Outages, Data Caps, Hidden Upsells**

**Date:** 9/17/2015 11:26:16 PM

**City/State/Zip:** Peachtree Corners, Georgia 30092

**Company Complaining About:** Comcast

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## **Description**

> I have had 4 outages this week (week of September 13). These are not due to modem or line equipment failure but actual outages reported on Comcast's end further up the infrastructure. They show up on the website and my neighbors lose internet as well. The outage on September 17 lasted 3 hours during prime time (7:30 - 10:30 pm).

> The 300GB cap is ridiculous. I stream with on demand services and use other internet applications and the 300GB cap forces me to downgrade the quality and carefully monitor my usage. I am not torrenting illegal media and I carefully secure my network. This limit is unacceptable in 2015 for \$80 a month. I have no choice for another high speed provider and am forced to downgrade my viewing experience or risk \$10-100 in overages. Comcast's own video delivery services do not count against their data cap. Furthermore, notifications are injected into web pages alerting of limits. How is this legal?

> Every time I have asked about data caps, outages, or billing questions, I am solicited to "upgrade" to a TV package. On my last interaction with Comcast, the representative had actually added the package to my account WITHOUT MY PERMISSION. I then had to AGAIN change my plan back to the internet only service as I insisted. I would not have even caught the error until the representative said he needed to ship me a new box.

If I could take my business elsewhere, I would. But there are no other choices for broadband internet and I'm in an apartment lease right now. I am forced to pay \$80 a month for capped, frequently down, awful customer service internet. 10 miles from here Google is offering 1000mbps symmetrical uncapped service.

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**Ticket: # 535359 - Cable Internet Data Cap**

**Date:** 9/17/2015 3:31:34 PM

**City/State/Zip:** Biloxi, Mississippi 39531

**Company Complaining About:** Cable One

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## **Description**

Cable One, along with some other companies it seems, imposes a data cap on all of their cable internet plans. As a cable internet provider they are imposing these caps in an effort to over charge or deter their customers from using the internet that they pay for to stream TV. This is a monopoly on the system and they are using their interests in the failing TV market to exploit their customers who live in the 21st century and choice to view TV over the internet.

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**Ticket: # 544549 - Extremely poor rural service and customer treatment**

**Date:** 9/22/2015 3:29:39 PM

**City/State/Zip:** Clio, California 96106

**Company Complaining About:** Digitalpath

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## **Description**

Thank you for your time.

I've been living in a rural are for several years, and as you know there are limited options in most cases. My service provider has been DigitaPath (digitalpath.net) for almost 5 years, and every year they have been minimizing my service while maximizing their profit. When I first started, I had almost 4 megabits of download with over 1 megabits of upload speed, and quite reliably with no data cap. That has changed along with their new pricing models.

I currently have 2.4 megabits download with .3 megabits (that's point 3) upload, and that is unreliable as my connection very often drops to 0 (as in zero). I also have a new data cap of 75 gigabytes. When I recently called in for support I was told to "upgrade to the next tier to get a more reliable connection".

They have increased their prices by more 40 percent since 2012 and you are the only one to stop them as they seem unconscionable at this point. Please, please help if you can.

Thank you!

(b) (6)



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**Ticket: # 553638 - Comcast Violating Net Neutrality via Data Caps for Usage****Date:** 9/26/2015 2:21:15 PM**City/State/Zip:** Vine Grove, Kentucky 40175**Company Complaining About:** Comcast

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**Description**

I have internet only service from Comcast in the Elizabethtown/Fort Knox, KY, area. I utilize Hulu and Netflix streaming video services in order to watch video content. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Ignoring any other internet usage, with a typical rate of about 2GB per hour of HD video, we are limited to about 150 hours per month -- or around 5 hours of HD viewing per day ( $300\text{GB}/2\text{GB}=150/30=5$ ). We have five members in our household and limits each user to one hour of video per day. We do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. That's also assuming that we only ever use our internet connection to watch movies/TV. YouTube, music streaming, video games, web browsing, etc., will be even more. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC. We do not have any other ISP options for broadband internet in our area and are stuck with Comcast.

Comcast admits its 300GB data cap serves no technical purpose

<http://bgr.com/2015/08/16/comcast-data-caps-300-gb/>

In addition, I was advertised a monthly price of \$49.99 for my internet package but am charged \$59.99, in addition to various other fees and taxes. My final bill ends up being \$65 per month which is 30% higher than was advertised.

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**Ticket: # 562049 - Internet Data Cap**

**Date:** 9/30/2015 7:01:13 PM

**City/State/Zip:** Gainesville, Texas 76240

**Company Complaining About:** Rise Broadband

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## **Description**

I was switched to a plan that no longer exists under newly restructured organization in which I am stuck with data caps on my usage for my home phone wireless internet through Rise Broadband, formerly Rhino Communications. I was not told about data caps when they switched me to this account and they require a 2 year commitment to go to an unlimited data plan. This is not right in my view at all. Poor business practices and limits that nobody else has to meet. They refuse to change me back to an unlimited plan unless I commit to a 2 year agreement. I'd like something done about their business practices. Thank you.

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**Ticket: # 562279 - Comcast Data Caps****Date:** 9/30/2015 8:56:23 PM**City/State/Zip:** Charleston, South Carolina 29412**Company Complaining About:** Comcast

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**Description**

My complaint is about the data cap policy that Comcast recently enacted on my policy. I believe that data caps on home internet are a violation of Net Neutrality. Data caps limit the free use of the internet to curtail usage of high data use websites and applications, such as Netflix, which are in direct competition with Comcast's TV business. Comcast tries to claim that the policy is meant to provide additional resources for improving their internet infrastructure, but when the VP of internet services was asked about the policy, his response was that data caps was a business policy not a technological policy (Source: <http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>)

The 300GB cap that Comcast has put into place is only 50GB higher than their original data cap policy put in place in 2008 (and recently removed in 2013 after immense pressure from customers). In a seven year period where broadband rates have more than doubled and where streaming applications have become commonplace, Comcast believes that a reasonable data cap is only 50GB higher. 300GB is an absurdly low data cap for modern internet usage. To emphasize my point, I am currently paying for 75Mbps download speed. At max utilization of the paid for bandwidth, I would be able to hit the data cap in under 9 hours (8hr 54min). The fact that the data cap can be hit in less than a day of usage shows that this policy is not about technology but about curtailing usage of competing products. Comcast claims that roughly eight percent of their users will be affected by the 300GB data cap, but I believe that is an extremely unrealistic estimation of typical usage. There are only two individuals in my household that regularly stream videos through Netflix and play massive-multiplayer online videogames. Neither of us download movies or music on a regular basis, yet we hit the 300GB mark with a week left to go in the first month. If we are able to so easily hit the cap with only two people in the household and medium internet usage, I cannot believe that such a low percentage of households will hit the cap.

Comcast claims that this policy is meant to make the heavy users of the internet pay for infrastructure improvements cost, which may be a valid point if they were not already charging the high speed/heavy usage users a premium for more bandwidth. This approach by Comcast is an attempt to double dip on the heaviest users in an unfair business practice. I am already paying for the bandwidth, why should I have to pay for data usage as well. The FCC should not allow companies double charge us for internet usage.

Additionally, the data cap policy is not referenced a single time when signing up for the internet service. I reran through the signup process and read through all the fine print on each page, but there was no indication of a data cap policy. Thus I believe they are fraudulently representing their internet service capabilities. If I had been made aware of the data cap during sign up, I would have more strongly considered other service providers in the area.

Comcast is attempting to use data caps to prevent people from "cutting the cable" and moving to internet only entertainment options. The company is attempting to use its role as an ISP to penalize

users that no longer feel a need to pay for cable TV. I believe that Comcast should be forced to remove the data cap policy and reimburse all individuals that were forced to pay a data usage penalty since it is in direct violation of Net Neutrality.

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[Ticket: # 567073 - Xfinity caps Miami](#)

**Date:** 10/2/2015 9:37:17 PM

**City/State/Zip:** Miramar, Florida 33027

**Company Complaining About:** Comcast

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## **Description**

Xfinity is changing how we use the internet by imposing data caps. The 300 gb cap imposed falls SD hot of our traditional home school family consumption. It is even more alarming that Xfinity is the only provider we can choose. I hope the FCC can verify whether their move is to bolster their network or just to create a better revenue stream. It is disappointing that the Comcast merger has not only failed to spurn innovation but it has not resulted I need consumer cost savings.

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**Ticket: # 568477 - Comcast now imposing data caps**

**Date:** 10/4/2015 6:52:48 AM

**City/State/Zip:** Dijon, Fr, Washington 21121

**Company Complaining About:** Comcast

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## **Description**

Hello,

I recently learned that Comcast will be imposing new rules to its customers, including data caps on landline Internet services. This is absolutely unacceptable and I urge you to take action against this blatant act of aggression over an open Internet, and over American customers.

While Comcast itself is arguing that this is beneficial to its customers, waving the "they will pay less" flag, it's very obvious that this simply isn't their motive and that customers won't ever see a reduction on their monthly bills at all (none of their plans are reduced in price to begin with). Comcast is just adding extra fees to milk its customers, who usually have little choice of a provider to begin with (severe lack of competition).

I'm not living in the US as of now. I can assure you that the way Internet is regulated in America has two immediate impacts yet, outside of the country even: they immediately encourage local ISP to mimic such shady deals (as they see the US as an example and companies getting away with it), and they make the US a laughing stock in the rest of the world. As an example, I can get Internet here for \$20/m, which give me access to unlimited fiber (200mbps) with no caps, unlimited VoIP phone calls (including to mobile phones in the rest of the world for no extra charge), TV, and much more. There's simply no reason for me to want to go back to the US when I see how derelict the infrastructure and the business practices are now; decisions such as the one made by Comcast here will only dig the grave of the American Internet even deeper, preventing innovation and actual improvement of communications (they need improvement, badly), and might just set back the country another 20 years. Take hints from the rest of the world.

We're in 2015. Please do your job and put an end to that shit.

Much appreciated,

(b) (6)



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**Ticket: # 568579 - Comcast implementing data caps**

**Date:** 10/4/2015 9:14:04 AM

**City/State/Zip:** Indianapolis, Indiana 46227

**Company Complaining About:** Comcast

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## **Description**

I am forced to use Comcast in my area, and have recently been informed that data caps will be implemented. If they did this, and I had options as to other service providers, I would leave Comcast immediately. However, because of their monopoly, I cannot do anything but accept their arrangement, or go without one of the basic utilities of our time. The worst part is, I use large amounts of data during research projects and for my position as a programmer. If their changes affect my work, I will have no recourse but to move, quit, or complain. Please, help all the consumers who are being shafted by Comcast. Please!

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**Ticket: # 568907 - Rise Broadband's Institution of Broadband Data Caps**

**Date:** 10/4/2015 12:35:00 PM

**City/State/Zip:** Loveland, Colorado 80538

**Company Complaining About:** Rise Broadband

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## **Description**

Hello,

Rise Broadband (AKA Skybeam AKA LP Broadband) has apparently recently instituted data caps on its broadband services. We were not informed of these policy changes, nor did we agree to them; we have been a long-standing customer, and our contract has never specified data caps would be included in our service.

We typically do not use much Internet (average less than ~10GB/mo), but have family staying with us for several months which has resulted in increased Internet utilization. Internet connectivity is a requirement for not only the adults in our household to do our jobs remotely, it is crucial to our children for homework and research purposes. As Rise Broadband is also well aware, it is literally our only connection to the real world via phone as our service is VoIP-based. We live in a rural area where Rise Broadband is literally the only available broadband solution, making these policy changes feel especially predatory. Based on our knowledge of modern Internet services, and as a Network Engineer who has worked for several large ISPs, I do not feel that the use indicated is either unreasonable nor out of normal thresholds for a modern family.

Regardless of our current circumstances, in general we do not believe data caps are a fair practice and it is certainly not consumer-friendly, as it is widely recognized by industry experts that the data & content being transferred is a non-finite resource that is not owned nor controlled by the ISP which also neither increases nor decreases their operating costs - it costs Rise Broadband no more for me to watch Netflix than it does for me to not use my connection at all. Furthermore, Rise does not provide any means for their customers to monitor how much they apparently consume, and I also have reason to believe their calculations are inaccurate, for the following reasons:

1. As any reasonably technically inclined individual is aware, an end user has literally no control over the data received, and sometimes sent, over an Ethernet network. Due to normal protocol overhead and network design, as well as the fact that this is an always-on and publicly reachable network, we cannot control any inbound traffic to our router. If we cannot account and control our connection, how can our ISP reasonably set and enforce a data cap on a connection?

2. My firewall at this property currently shows several Gigabytes of dropped data at the WAN Interface. No one at this residence asked for that data, it was dropped because it was malicious and/or unsolicited to our network. Therefore, we should not be charged for this data under Rise's new policies. Furthermore, there should be an automated system in place to allow its customers to report this type of unwanted data available to all.

3. My WAN Interface to Rise Broadband's Canopy Radio currently shows an uptime since May/28/2015 17:17:04. This is Layer 1 based, so we can assume our Internet connection has been up since this date. The same interface shows a total of 414.4GiB Rx and 34.3GiB Tx since that time. At 5 months, that's less than 90GB of bi-directional data per month, a figure which doesn't even remotely touch the 200GB cap.

4. Based on some of my firewall traffic logs, it is quite evident that there is no separation of management and customer traffic on Rise's network. This would make it unreasonably difficult (impossible) for Rise to accurately differentiate its own network traffic from its customers on a per-port (customer) basis as they appear to be doing. So if a Rise employee logs into my CPE, all traffic to and from that session would effectively count towards our cap. This is not fair nor accurate.

The above examples are just a few specific instances which are already evident as to how data caps can and ultimately will be abused or misrepresented by ISPs if allowed to become standard procedure. More importantly and on a broader scale, by instituting data-caps on their internet connections (which are of paltry speed and highly priced compared to other local markets much less global), Rise Broadband is increasingly engaging in practices that harm customers, and limit the ability for expression of thought and free speech in our country.

It is a sad day that a bullying corporation can get away with such egregious and customer-hostile practices and do so without any warning to years long-standing loyal customers, especially when you consider that Rise Broadband's niche market is largely comprised of rural customers who literally have no other broadband options available to them - Rise Broadband ideally thrives in a monopoly oriented market, as is evident by their acquisition track record and utter lack of competition in rural areas. It is disheartening to read of that Rise Broadband is receiving federal tax dollars with the expectation of rural expansion while they are simultaneously deliberately crippling that same service for those who need it the most.

There is great potential for a more connected and educated society in our nation, but we must stop corporations like Rise Broadband from enacting anti-consumer policies like data-caps and monopolizing the free flowing of information.

Thank you for your time and consideration.

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**Ticket: # 568938 - Internet cap/forced plans**

**Date:** 10/4/2015 1:06:39 PM

**City/State/Zip:** Jacksonville, Florida 32246

**Company Complaining About:** Comcast

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## **Description**

I have two complaints today about Comcast. First, I recently received a letter detailing that my plan would now have a data cap on it. With two young people in my household playing video games online, streaming movies and just casually browsing the internet it is very easy to reach this limit but why should we be charged more for something that we are already paying for?

My second complaint is for when we signed up for the service we were essentially forced into a plan with both internet and cable, when we only wanted internet. By itself the internet was twenty-five dollars more per month than the bundle 'deal' of internet and cable. My assumption is that they use this as a technique to show that cable is not a dying business and up their numbers for their investors and what not, but this is just my hypothesis.

Anyway, thank you very much for your time.

(b) (6)

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[Ticket: # 569904 - Data Caps](#)

**Date:** 10/5/2015 10:56:55 AM

**City/State/Zip:** California, Pennsylvania 15419

**Company Complaining About:** Armstrong Cable

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## **Description**

I pay monthly for my internet service. I also pay monthly for my subscription services (Netflix and Spotify). I am afraid to use those products because I have anxiety about going over my data caps and being charged more per month. I cant afford to go over my data limit.

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**Ticket: # 570116 - Comcast Data Caps**

**Date:** 10/5/2015 12:18:54 PM

**City/State/Zip:** Lilburn, Georgia 30047

**Company Complaining About:** Comcast

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## **Description**

Comcast is charging me for exceeding my data cap every month almost. If I were to use the speed Comcast promises of their internet connection I would theoretically hit my cap in just a few days. But I'm charged per month. If I do not use my allowed bandwidth every month I'm not allowed to have my unused portion refunded back to me. The only way to get around this is to sign up for a business account to which I am locked into a long term agreement that I am penalized for if I decided to leave.

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**Ticket: # 640269 - Comcast and Data Caps**

**Date:** 11/6/2015 10:04:09 AM

**City/State/Zip:** Cockeysville, Maryland 21030

**Company Complaining About:** Comcast

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## **Description**

Comcast just announced that they are phasing in a 300GB data cap (which they have euphemistically named their "Data Usage Plan"). I'm concerned about this development, because I have previously lived in areas where Comcast has been the only provider, and I know such areas exist with other providers as well. Such monopolies allow companies like Comcast to get away this kind of anti-consumer program, because people have no choice but to pay up if they wish to continue using the internet.

The internet is a necessity in the lives of many, including myself. It is my livelihood, and I'm worried about its future if policies like these are allowed to stand. Cell phone data is a perfect example of what I fear -- once data caps were put in place, the race to the bottom began: less and less data, for higher and higher prices.

Furthermore, Comcast has indicated that it will exempt its own services (XFINITY Video, for example) from the data caps it plans on enforcing. Given that Netflix is XFINITY Video's largest competitor and also a service which requires a lot of data throughput, Comcast's plan seems clear: Incentivize people to switch to their service in order to save data and stay under their newly-imposed cap.

These kinds of anti-competitive and anti-consumer business practices need to be prevented, and only the FCC is in a position to reverse this worrying trend before it becomes fully entrenched. I implore you to do everything in your power to protect us, the consumers, from the companies that are seeking to pad their bottom lines at our expense.

Sincerely yours,

(b) (6)

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**Ticket: # 639080 - Unfair Data Caps Implosed by Comcast in Atlanta**

**Date:** 11/5/2015 8:31:41 PM

**City/State/Zip:** Douglasville, Georgia 30135

**Company Complaining About:** Comcast

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**Description**

Comcast has recently begun enforcing data caps on their internet plans in my region (Atlanta, GA). I believe this is completely unfair as their is no competition in the area for internet service of equal capacity. I currently have a 50Mbps downstream connection on Comcast's Infinity platform. The closest I could get with any rival company is with AT&T, who can only offer 1.5 Mbps DSL, and that is nowhere near good enough for a family who all can have one of more devices online at the same time.

Comcast's new policy states that customers are allowed a 300GB per month allowance. If a customer goes over that amount, then they are charged extra. Now, I've done some math concerning this, and have determined that with my internet speed of 50Mbps, and a 300GB limit per month, I am only allowed to use less than 2% of my possible total download amount for the month. Let me show you how I came this number.

Assuming I was downloading at 50Mbps, for 24 hours, and for 30 days in month, I would reach a download total of about 16.2 TB. Now take the 300GB cap imposed by Comcast, and find out percent 300GB is of 16.2TB, and you get 1.85% repeating. Now, how is it fair that even though I pay for a certain internet speed, that I am only able to use it to get less than 2% of the possible use out of it.

I mean, when i watch television, I'm not charged by how much I watch am I? No, I'm not, though I wouldn't put it past the cable company to start something like that as well if they are allowed to continue with this practice.

Now, it wouldn't be so bad if there was competition in the area, but there isn't, and the only choice I have if I want a decent internet speed is to stick with Comcast and their unfair and abusive policies.

In closing, I please ask that you look into this matter and do something to insure that a large company such as Comcast isn't allowed to take advantage of customers who have no choice other than to use their service or do without completely.

Thanks for your time,

(b) (6)



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**Ticket: # 597128 - Data Caps**

**Date:** 10/17/2015 4:39:22 AM

**City/State/Zip:** Boise, Idaho 83713

**Company Complaining About:** Cable One

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### **Description**

As comcast is getting floods of unhappy complaints towards data caps, Cable One has been practicing data caps. I please ask you to remove data caps since they are in no way needed, as they do not cost the company any more money and are against the general terms of open internet and net neutrality.

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**Ticket: # 599076 - Comcast Data Cap**

**Date:** 10/19/2015 11:24:25 AM

**City/State/Zip:** Coral Gables, Florida 33134

**Company Complaining About:** Comcast

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## **Description**

Beginning October, Comcast has intercepted my internet communication while browsing the web and inserted pop-ups into web pages I visit, stating that I have used above my 300 GB per month allowance of data.

There are numerous objections towards this practice:

1. Comcast is intercepting and actively changing content I download from the internet.
2. Comcast has never officially in writing notified me that there is any change in service or fees.
3. Comcast is effectively banning streaming service providers like Netflix, Hulu, HBO. While streaming video, 300 GB per month is immediately used up. A data cap is no different than providing higher priority to their own or paid content, therefore violating net neutrality.
4. Comcast has a de-facto monopoly on high speed home internet services in the area.

I therefore urge the FCC to intervene with Comcast and to stop them from enforcing a data cap.

Sincerely

(b) (6)

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**Ticket: # 618820 - Data Caps**

**Date:** 10/28/2015 4:57:47 PM

**City/State/Zip:** Nash, Texas 75569

**Company Complaining About:** Cable One

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## **Description**

Data caps are interfering with my ability to properly utilize the internet service that I am paying every month for.

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**Ticket: # 607840 - Cable One = Data Caps totally out of whack with pricing/speeds**

**Date:** 10/22/2015 6:29:38 PM

**City/State/Zip:** Boise, Idaho 83706

**Company Complaining About:** Cable One

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## **Description**

We are completely hosed by Cable One in Boise Idaho. They continue to raise the prices, have mandatory contracts unless you complain and then they offer contract free pricing that's even higher and all of the plans have incredibly low data caps. They use the data caps as a forced upgrade. It's simply outrageous. I'm paying literally double what I was a year ago and still have the same data cap that gets hit literally every month.

Their entire scheme is to offset the huge amount of people dumping their junk cable tv business and streaming instead.

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**Ticket: # 608274 - Data cap UNREAL**

**Date:** 10/23/2015 12:04:11 AM

**City/State/Zip:** Pembroke Pines, Florida 33029

**Company Complaining About:** Comcast

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## **Description**

I have Comcast, and I am already paying a large premium for their highest speed service and now I need to pay ANOTHER premium for unlimited data? I need to pay an Arm and now a leg to use the high premium internet I am already paying an extra amount for?????? How about NO! In this day in age where EVERY thing is connected to the internet, a data cap at this point with such high costs for any internet speed that can keep up with whats available to us today is BORDERLINE EXTORTION.

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**Ticket: # 613790 - CableOne: Internet Usage Caps**

**Date:** 10/26/2015 5:30:01 PM

**City/State/Zip:** Twin Falls, Idaho 83301

**Company Complaining About:** Cable One

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**Description**

Over the past several years, my ISP (CableOne) has been utilizing a data cap policy for their Residential Services in Twin Falls, Idaho.

Recently, CableOne automatically increased my bandwidth from 75MB to 150MB, but refused to increase the Data Cap which is currently 400GB/ month. Though the increased bandwidth is appreciated, it inherently increases data usage. Now, I am finding myself repeatedly going over my allotted capacity.

I attempted to contact CableOne in an effort to switch from a Residential Plan to a Business Plan (which carries no data cap), but I was informed that CableOne does not have a policy or plan to switch Residential Service over to a Business Plan, and thus refused to help me. They also informed me that I could not sign up for a Business Plan because of my current record of Overage, which is the very reason why I am trying to resolve this issue.

CableOne holds an effective monopoly over the area of Twin Falls, ID with regards to high speed Internet. Other ISPs do not and cannot serve me:

1. CenturyLink only provides a 3MB service.
2. Filertel, while offering 25MB service, is not permitted to enter Twin Falls.

This monopoly is hurting our community. CableOne has shown evidence that they are not working in the interests of their customers, but appears to be exercising their position of power for personal gain.

Please, help us.

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**Ticket: # 614570 - Artificial Broadband Internet Data Caps****Date:** 10/27/2015 7:39:46 AM**City/State/Zip:** New Bern, North Carolina 28560**Company Complaining About:** Sudden Link

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**Description**

I recently received notification that I have exceeded the monthly data cap of 350 GB for my cable internet service. The email stated that I would not be charged for the overage as this was the first time, however I would be charged after the second month I exceed my limit. There was no mention of the cost of going over the arbitrary 350 GB limit, only a vague offer to upgrade my service and data cap for an additional \$10 a month. I have searched the suddenlink.com site for information on the penalties for exceeding the monthly data caps and so far I have been unable to find any information other than my current usage. Not only do I, and just about every other consumer in a similar situation feel that these data caps are arbitrary and designed solely to allow ISPs to charge more money to consumers while not upgrading their network infrastructure to keep up with demand, I feel it is dishonest and misleading for the ISP to not disclose the cost of exceeding the monthly data cap. Situations such as this simply illustrate the need for net neutrality and I believe the federal government should take additional steps to guarantee a free and open internet for the access of information regardless of it's source.

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**Ticket: # 644828 - Comcast Data Caps are Anti-Consumer and Anti-Business**

**Date:** 11/9/2015 4:24:46 AM

**City/State/Zip:** Orem, Utah 84058

**Company Complaining About:** Comcast

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## **Description**

Although I do not live in an area where Comcast enforces its data caps, I understand that they intend to roll that program out nationwide by 2019

(<http://files.shareholder.com/downloads/CMCSA/3168999141x0x754850/059910f6-e9e0-4ec8-b2c2-05cabdfcc644/Comcast%20at%20MoffettNathanson%20Transcript.pdf>). I am not affected by the data caps at the present moment, but will be within a few years.

This concerns me for a few reasons:

1.) If data caps are enforced, it will result in more consumers being hesitant to sign up for various online video streaming services such as Netflix because of possibly being charged more by Comcast. This is clearly an anti-consumer measure on Comcast's end as they compete with Netflix in regards to video and television services. If Comcast charges individuals more for going over an arbitrarily set limit, Netflix could see an impact in the number of subscribers they are able to sign up. In essence, Comcast will be holding consumers hostage when using other options for television shows and movies.

2.) I am currently on track to attend an online-only college beginning in 2016. I am worried that these data caps might interfere with me being able to fully engage with my schooling experience for fear of being charged extra by Comcast. What if it comes down to the end of the month and I have to choose between not going over my data cap and completing a school assignment? I don't want to be charged extra by Comcast for getting an education.

3.) What about those who run a small, online-based business out of their home? I can realistically see some business owners choosing to not provide their services during a particularly data-heavy month because they do not want to be charged extra by Comcast. This directly interferes with small business owners from conducting their business.

4.) Comcast states that these data caps are in the interest of "fairness". I do not see how charging heavy users more for an infinite resource as fair, as data itself is not a finite item. That's like charging one person for breathing more air than another.

5.) Although the majority of Comcast customers use less than 300mb per month right now, as the Internet continues to be woven into the fabric of our day-to-day lives, 300mb a month will soon be unrealistic for average users. Cloud storage is climbing, more and more devices are being connected to the Internet, and the quality of streaming services continues to improve. With these changes, more and more data is transmitted. It might not be an issue today, but in 4 or 5 years 300mb will greatly restrict many individuals' right to a free and open Internet.

Without sounding too hyperbolic, I can see this move as something that ultimately stifles innovation, keeps consumers from enjoying all the tech-companies that our free market has created, and actively interferes with an individual's right to conduct their lives unencumbered by the influence of a

corporation. The Internet is now an integral part of our lives. It does not make sense for one company to essentially be the gatekeeper that stands between a person and his or her ability to actively enjoy all of the wonderful things that our technology-based world has to offer.

As a new father, I am very worried about the future that my son will inherit. I urge you to step in and ensure that these data caps are removed.

Thank you for your time and attention,

(b) (6)

Orem, Utah

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## Ticket: # 617438 - Cable One data caps are absurdly small compared to the service speeds offered

**Date:** 10/28/2015 10:41:27 AM

**City/State/Zip:** Meridian, Idaho 83646

**Company Complaining About:** Cable One

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### Description

Cable One offers service plans starting at 100Mbps downlink and 3Mbps uplink, with a data cap of 300GB per month. At these speeds, the data cap could be fully used up in less than 7 hours. The faster 150Mbps downlink plan comes with a 400GB data cap, which can also be exceeded within 7 hours. The "Extra large" 500GB data cap offered by the 200Mbps downlink plan can be exceeded in less than 5 hours. (This info on data caps and service plans can be found at Cable One's Acceptable Use Policy located at <http://www.cableone.net/Pages/internetaup.aspx>). After speaking with a Cable One representative on the phone, apparently there is a service plan offered with a 1000GB data cap, however even at the lowest speeds, this larger cap can still be completely used up within 24 hours on the slowest broadband downlink offered by Cable One. If Cable One offered a broadband plan at the FCC's required minimum of 25Mbps, the 300GB data cap of the 100Mbps service plan could be exceeded in 28 hours.

It seems absurd that Cable One is offering service plans that are marketed towards content streaming (the "Streaming 50 & Streaming 100 Internet" plans mentioned on the AUP linked above) and can be reasonably completely utilized within the first week of the billing cycle, as an HD Netflix stream can consume approximately 7GB per hour (cap reached in 43 hours, if absolutely no other services are using data at the same time (source <https://help.netflix.com/en/node/87>)). After exceeding the Cable One data cap in any 3 billing cycles in a rolling 12 month period, Cable One forces customers to either upgrade to a service plan with a higher data cap, or drops the customer altogether, forcing the customer to obtain service from another provider in the area such as CenturyLink, who also enacts similarly sized data caps at similar speeds but provides far less reliable and responsive service.

As shown above, the higher data caps on more expensive plans don't really help the customer stay within their plan's limitations, since it's easier and easier to exceed the data cap as the speeds go higher with each service plan. It seems like the inadequate size of the data caps is a predatory practice, in that if a customer actually uses their connection at the speeds advertised by Cable One, eventually Cable One will attempt to force them to upgrade. If data usage is under the data cap, Cable One does not refund any unused data cap to the customer, which makes it appear to me that Cable One is not selling amounts of data, rather, Cable One is selling access to data at certain speeds. I believe the implementation of data caps by Cable One is evidence that Cable One has been overselling their network capacity, too many users running at speeds that Cable One has advertised but can't be supported by their infrastructure, hoping that enough users stagger their data usage throughout the day so that nobody notices increased latency or decreased throughput caused by Cable One overreaching their capabilities. The data cap is a disincentive for Cable One customers to use the service for which they're paying, so that Cable One can continue to market and sell access to their already overburdened infrastructure.

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**Ticket: # 618461 - Data Caps for home broadband**

**Date:** 10/28/2015 3:11:49 PM

**City/State/Zip:** Santee, California 92071

**Company Complaining About:** Cox

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## **Description**

I recently changed my service to Cox Communications. There was data caps on my monthly internet which was never there before when I had them. All of the internet companies have the data caps now. Why should I have a data cap when there should be an open internet and net neutrality. We all have it on our wireless phones and now our home internet? Everything has to be done online and my 2 sons do a lot of school required work which involves a lot of online data.

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**Ticket: # 619368 - DishNet data cap too restrictive**

**Date:** 10/28/2015 8:05:08 PM

**City/State/Zip:** Alto, Michigan 49302

**Company Complaining About:** Dish Network

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**Description**

I have had DishNet internet for the last 18 months due to my location in relation to cable internet, DSL, and other broadband availability. Because no other broadband provider was available, our choices were either to use DishNet or nothing at all. We purchased the highest data capacity we could due to our kids and their school educational needs. We have found that on average, we use up the 15GB of data within a few days, and this is even with standard internet usage. Even though we have unlimited data with our plan, the throttled speeds provided by Dish are not enough to do anything - internet usage fails and emails fail to send.

Upon inquiring about this with Dish, we were told by the installation technician that the government has set the limit on what they could offer. We know this isn't the case because then other providers would have similar data restrictions on their networks - but they do not. Comcast has 300GB restrictions only in certain areas, Charter Communications has none, VerizonFIOS, and AT&T U-verse all have different as well.

We know that there is no technical reason to have data caps so low as to make it impossible to use this technology for schooling, email, internet searching, or any other connected device. We are not heavy-users by any definition and merely would like to have enough data available to us to facilitate our children's education.

With the recent Net Neutrality rules and differences in various broadband providers, we are seeking a compromise to the limit of what Dish offers.

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**Ticket: # 620376 - Comcast Data Cap and incorrect data usage measurements**

**Date:** 10/29/2015 12:07:05 PM

**City/State/Zip:** Miami, Florida 33136

**Company Complaining About:** Comcast

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## **Description**

According to Comcast's new policy that has been implemented in the Miami, FL area, there is a new 300 GB data cap on users with their internet service. I feel that this policy is an injustice against the open internet/net neutrality agreement because it not only limits the amount of data used per month but it limits the way you use your internet. Comcast has mandated this 300GB cap for all users regardless of Internet speed, so if you pay for more speed then you essentially reach your cap faster with the similar Internet activity. They claim that this is to prevent unauthorized usage from hackers and viruses, but I doubt this is the case when they're essentially penalizing their customers for the overage regardless of how much the customer pays per month to receive a faster service that is intended for higher quality, higher functioning use.

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**Ticket: # 624637 - Comcast Data Caps**

**Date:** 10/31/2015 2:24:39 AM

**City/State/Zip:** Atlanta, Georgia 30339

**Company Complaining About:** Comcast

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## **Description**

Comcast has issued data caps in my area of 300 GBs a month. I live with one other person and we will most likely be going over the cap every month, which will increase our bill by \$10 or more a month. I believe that this cap is a way to boost profits with the decrease in cable subscriptions and serves no other purpose. The cap should be gotten rid of or at least raised as it is much too low with the advancements in video technology taking up much more bandwidth these days.

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[Ticket: # 625614 - Comcast data caps](#)

**Date:** 10/31/2015 11:30:11 PM

**City/State/Zip:** League City, Texas 77573

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am a customer of Comcast, but not by choice. There was not one other company who services my neighborhood in Houston, TX. I'm trapped.

Having me trapped, Comcast is now rolling out data caps. Trapped again.

As my government, please help me. Stop Comcast from capping my data. 300Gb might be a lot of data today, but 10 years ago so was 5Gb.

Thank you for your time.

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[Ticket: # 625560 - Unfair data caps](#)

**Date:** 10/31/2015 9:18:58 PM

**City/State/Zip:** Skiatook, Oklahoma 74070

**Company Complaining About:** Exede

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## **Description**

Data caps are being metered improperly. Also data caps are unfair and should not be legal.

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[Ticket: # 625593 - slow Internet and now maybe data caps](#)

**Date:** 10/31/2015 10:19:00 PM

**City/State/Zip:** Gridley, California 95948

**Company Complaining About:** Digital Path

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## **Description**

I have line of sight rural Internet, super slow but it's all that's available without a data cap. I pay for 6Mbps but average about 2 and often slower than that. Nonetheless company is saying they may cap data. Awful service.

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**Ticket: # 625798 - 500GB Data Cap**

**Date:** 11/1/2015 11:58:25 AM

**City/State/Zip:** Perrysburg, Ohio 43551

**Company Complaining About:** Buckeye Cablesystem

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## **Description**

Buckeye cable system has implemented a 500gb data cap for its internet service. Regulating data usage is solely a way to price gouge the consumer and there are no other high-speed internet options available at my address. Internet usage has no monetary value other than what an ISP decides they want to charge. Companies like Google have proven that the data cap is a pointless number designed to increase revenue.

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**Ticket: # 626033 - Comcast data caps and Horrible support**

**Date:** 11/1/2015 4:45:28 PM

**City/State/Zip:** Goodletaville, Tennessee 37072

**Company Complaining About:** Comcast

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## **Description**

I am a photographer. My mother works from a home office here with me and we blow through data regularly. We have never had a data cap to worry about until moving near nashville where google fiber is set to launch eventually. They have a 300 gb limit. I told them as a photographer i easily use 5 to 10 gigs a say sending images. Not to mention Netflix my family shares. We are always over 15 days in. Luckily for right now we are in the first 3 months of membership and won't have to pay but we will very soon. Apparently AT&T also has the same cap and is the ONLY other provider at this time.

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[Ticket: # 626109 - Comcast Data Caps](#)

**Date:** 11/1/2015 5:30:04 PM

**City/State/Zip:** Nashville, Tennessee 37203

**Company Complaining About:** Comcast

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**Description**

Internet Data Caps

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**Ticket: # 626081 - Comcast Leveraging Monopolistic Status to Unfairly Charge Customers**

**Date:** 11/1/2015 5:12:16 PM

**City/State/Zip:** Marietta, Georgia 30067

**Company Complaining About:** Comcast

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**Description**

I recently moved from Chicago to Atlanta, GA and there is only one cable company to select from in my geographic location - Comcast.

I require a good Internet connection as I work from home, so, although AT&T offers DSL to my residence the bandwidth is not high enough.

Unlike in Chicago, Comcast is charging a Data Cap fee in this geographic locale. I would move to a different service provider that doesn't have one; however the only other real option for me is Comcast business.

The Internet is a utility and needs to be regulated as such - Comcast has been blocking my access to the Internet with messages stating I've exceeded my bandwidth cap and is restricting access to certain types of online content that compete with their cable television packages by implementing a drastically low bandwidth cap for the current state of consumer Internet usage.

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[Ticket: # 626247 - Xfinity data usage caps](#)

**Date:** 11/1/2015 6:56:58 PM

**City/State/Zip:** Atlanta, Georgia 30316

**Company Complaining About:** Comcast

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## **Description**

These internet usage data caps are unethical and should be illegal.

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[Ticket: # 626280 - Data cap, net neutrality.](#)

**Date:** 11/1/2015 7:15:46 PM

**City/State/Zip:** Ave Maria, Florida 34142

**Company Complaining About:** Comcast

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## **Description**

Currently being a test subject for the multi billion dollar company Comcast. They are attempting to put a data cap on internet service i currently purchase from them and it is COMPLETELY ANTI CONSUMER.

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**Ticket: # 626458 - Out of Options****Date:** 11/1/2015 9:33:34 PM**City/State/Zip:** Woodridge, Illinois 60517**Company Complaining About:** Comcast

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**Description**

I have been dissatisfied with Comcast's service and would like the change to another service provider. I could go into detail about the myriad reasons for my dissatisfaction with Comcast, but at this point all you have to do is type "Comcast complaints" into any search engine and you will get the general idea. However, I have literally no other options available for broadband internet. AT&T does not provide internet services to my area. Neither does Time Warner Cable. Or Verizon, or Century Link... I've attached each companies confirmation of this to this message. I've also attempted to seek help finding a second internet service provider through third-party sites. These searches came up fruitless too (see attached). I've looked into the possibility of satellite internet, but again there is no service provider that I can find that provides broadband (25 mbps) service. Only Comcast provides broadband in my area. The thing that worries me most is that the FCC is already aware that "the majority of Americans face a choice of only two providers of fixed broadband for service at speeds of 3 Mbps/768 kbps to 10 Mbps/768 kbps, and no choice at all (zero or one service provider) for service at 25/3 Mbps" (FCC-15-24A1, section 444). The monopoly that Comcast has over internet services in my region gives them absolutely no incentive to be concerned about the quality of their product. I have never gotten a clear answer to my questions about billing, about data caps, or about internet options (NOT bundles) available to me. If I want to schedule maintenance, I must sit at home for a window of 4-6 hours in the hope that their technician will show up, and if they do not I have no recourse. After all, what am I going to do, switch to another provider?

In short, my complaint is this: An open internet is all well and good, but if the only gateway I have to the open internet is overprice, manipulative, and has no reason to care about the quality of my service, then I don't have open internet access. I believe I should be able to seek out an internet service provider that is not ranked America's most hated company, or, in the absence competition, I feel there should be disincentives to prevent Comcast from abusing its regional monopoly.

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**Ticket: # 626535 - Suddenlink Data Caps**

**Date:** 11/1/2015 10:25:59 PM

**City/State/Zip:** San Angelo, Texas 76904

**Company Complaining About:** Sudden Link

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## **Description**

I recently received a phone call from my ISP (Suddenlink) suggesting I pay an additional \$10 per month as I have exceeded my data cap for that month of my home internet usage. My current usage according to Suddenlink's account page is 780Gb, and the suggested \$10 would bring my new data cap to 450 Gb per month. So the suggested upgrade would not satisfy Suddenlink's data caps.

I firmly believe that data caps prevent my fair usage of the internet as I am not able to use the internet access provided to me to access content beyond Suddenlink's control, such as Netflix, Hulu, Spotify, Pandora, YouTube, or SlingTV. Suddenlink is forcing me to utilize their Cable service to consume content (ESPN, SEC Network, Various TV shows and movies) which is provide through the providers previously mentioned.

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**Ticket: # 626755 - Home internet data cap**

**Date:** 11/2/2015 2:59:07 AM

**City/State/Zip:** Pleasant Hill, California 94523

**Company Complaining About:** Wave Broadband

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## **Description**

My ISP (<http://www.wavebroadband.com>) has enforced data caps and I don't understand why. When I ask them about it they never seem to give me a reasonable answer and try their best to get off the phone with me as quickly as possible. Please investigate further to determine their reason for bringing about this data cap.

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**Ticket: # 626804 - Comcast has to be regulated**

**Date:** 11/2/2015 6:19:47 AM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast

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## **Description**

Comcast is now working towards building a monopoly by bypassing the Net Neutrality laws. They will set data caps on their customers and then accept money from high-traffic sites (Netflix, Youtube, Hulu, Twitch, etc) to disallow bandwidth from those sites counting against their data caps. This is completely unacceptable. They need to be regulated. This sort of behavior should not be tolerated by our government or by the people. I understand that they lobby with the FCC, but I would hope that our government has the slightest scrap of dignity left to stand up to them. Stop Comcast from creating a legal monopoly and amend the laws of cyberspace to keep them from being able to do this in the future. Comcast is one of the most hated companies in the world for a reason. They cannot be allowed to continue what they are doing.

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[Ticket: # 626899 - Comcast DNS and DataCaps](#)

**Date:** 11/2/2015 9:23:44 AM

**City/State/Zip:** Seattle, Washington 98109-3821

**Company Complaining About:** Comcast

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## **Description**

Comcast is looking to add data caps in some regions in the USA. I have 3 ISP choices in Seattle. Comcast ( with no datacap at the moment ) and two DSL based companies with datacaps at 150GBs a month. I have no freedom of choice, and my job is internet based, so I cannot have caps. Datacaps are / will destroy the Internet, and we will be back to megafirms directing the control of information.

Comcast is also manipulating DNS to either slow it down, or inject ads into places they normally would not be. This is breaking the Internet at its core.

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[Ticket: # 626936 - comcast home internet capped at 300gb](#)

**Date:** 11/2/2015 9:47:10 AM

**City/State/Zip:** Hialeah, Florida 33013

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out a "data cap test" in certain areas. This is not what I paid for. This is deceptive at best and down right illegal at worst. When advertised on tv or in any media outlet no mention of this cap was ever made. This is a blatant cash grab.

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**Ticket: # 627271 - Comcast's Data Caps Are Unfair**

**Date:** 11/2/2015 11:48:56 AM

**City/State/Zip:** Huntsville, Alabama 35824

**Company Complaining About:** Comcast

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## **Description**

As many have already said before, Comcast's enforcement of data caps is an unfair abuse of power designed only to get MORE money from their unfortunate millions of customers. Personally, I like to watch streamers on Twitch.tv and as it is a streaming service, my data allowance can cap out fast. This notion of "using up all the internet" and "it's only fair to those who don't use Internet that much but pay the same" that Comcast seems to believe is a load of BS, again, designed only to get more money. It's not like they're broke, but if they don't start changing their business model to appease what customers they've managed to keep for this long (i.e. remove data caps and increase speeds, not prices) they'll go down fast, especially once Fiber networks start becoming commonplace.

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**Ticket: # 627418 - Suddenlink Data Caps**

**Date:** 11/2/2015 12:26:22 PM

**City/State/Zip:** San Angelo, Texas 76904

**Company Complaining About:** Sudden Link

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## **Description**

I have been a Suddenlink customer since 2003 in San Angelo TX. I received a call this morning (11/02/15) that I have exceeded my data cap for the second time. I was told I would not be charged this time but I would for any other overages from now on. The sales person is trying to push me to upgrade which I feel I am being extorted into doing since I use more data then I'm allowed. To my knowledge I never received any information or warning about my account having an internet data cap and with these so called "free" speed increases is when they started these data caps. When I was offered my free speed upgrade I was never informed that it would come with a BS data cap! I feel I was forced into an agreement that I did not consent to. Now they want me to upgrade again and charge me even more. This is outrageous and something needs to be done.

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**Ticket: # 629446 - Net Neutrality, Open Internet - Paid Prioritization,**

**Date:** 11/2/2015 11:01:57 PM

**City/State/Zip:** Biloxi, Mississippi 39531

**Company Complaining About:** Cable One

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## **Description**

An Open Internet means consumers can go where they want, when they want. This principle is often referred to as Net Neutrality. For an Open Internet, broadband service providers cannot block or deliberately slow speeds for Internet services or apps, create special "fast lanes" for content, or engage in other practices that harm Internet openness.

Cable One is against the Open Internet with its new data caps. The new caps are formulated to be anti-competitive and in favor of their TV Product. A user cannot consume what and when they want. Instead Cable One is trying to push their TV products by increasing the cost of internet by as much as 400% for users that consume a moderate amount of video data. The average person consumes 28 hours of television per week. We have 4 people in our household. With the new data caps it is impossible to consume the average amount of video per week through the internet. In fact we consume much less than the average per person, yet our "new" allotment is only enough to cover about 8 days of usage. This prioritizes their own product over streaming services that I use such as amazon prime, netflix, hulu, and slingbox.

If Cable One was really concerned about the bandwidth usage they wouldn't of doubled everyone's download speed. Cable One is abusing their market position to force their own products. If internet is a utility, it shouldn't have its price affected by the loss of market share of the providers other media products.

By limiting the ability to consume video over the internet this restricts free flow of information. Making internet as a utility cost prohibitive for people who consume competing sources of media is bad for everyone. I can't stand to watch 24 hour news opinion pieces or the cheap to produce reality tv mill that Cable One is trying to force me to purchase instead of consuming competing products on the internet. The type of media that cable TV provides is dumbing down the nation, providing false and inaccurate news, and ruining traditional media through over advertising.

Data Caps by Cable One are limiting information and must be stopped. By instituting their new low data caps it is blocking access to competing services which is wholly against the spirit of net neutrality.

I am a captive audience. I am an active duty member of the U.S. Military. I can't even move far enough away to get outside of Cable One's service area. I choose Cable One's service because they advertised that there would be "never any overage fees...ever." I find it troubling that all the providers in the area have seemed to have colluded with these new data caps. Consuming data in off peak times does nothing to contribute to network congestion and data caps have no place in the utility market of home internet. If data caps are for network congestion reasons then simply throttle users during peak times. Cable One's network has improved over the last year, no reason to institute caps now other than price gouging people with their oligopoly.

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**Ticket: # 627991 - Data Caps**

**Date:** 11/2/2015 3:02:17 PM

**City/State/Zip:** Knoxville, Tennessee 37916

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

This is a formal complaint about Comcast. Comcast is taking over our internet because they are a monopoly and we are sick of it. We need your help to end this. Recently, they began testing data caps in our area, meaning they put a limit on how much access we get and charge us more if we go over that limit. I am a senior in college. My roommates and I pay Comcast \$120 a month to have Internet in our house so that we can do our homework for class, our thesis research, and watch Netflix in our free time. We chose Comcast because they were one of the only internet providers in our area. For 3 months now, we have gone over our allotted data, according to Comcast. To increase the data allotment we would have to pay even more. This is RIDICULOUS. We are students dealing with debt from financing our education. In other words, we are broke. Comcast is a billion dollar company trying to exploit us for everything that we do not have. Please help us end their monopoly and free reign. They need more regulations so that students like us can have open access to the Internet in order to LEARN and EDUCATE ourselves. Furthermore, if "life, liberty, and the pursuit of happiness" are unalienable rights promised to us by our forefathers, then Internet access should be provided to us at a reasonable cost.

Sincerely,

(b) (6)

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**Ticket: # 628113 - Xfinity / Comcast Data Caps**

**Date:** 11/2/2015 3:47:34 PM

**City/State/Zip:** Marietta, Georgia 30066

**Company Complaining About:** Comcast

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## **Description**

Hello,

There have been over 2,000 complaints about Comcast and their business practices. Their "data usage plan trials" are just another way for them to squeeze funds out of their users. A majority of the people that use mainstream consumer electronics and streaming services will blow through the cap. Some even feel as though these caps are a way to push users to use Cable TV as an alternative.

Comcast has introduced a 30/mo fee to get ride of the data cap. In otherwords, user would have to pay almost twice as much as their are already paying to get around this terrible policy.

If the distaste for Xfinity / Comcast is not apperant enough please refer to their Facebook page, it is riddled with more complaints than any other comments. <https://www.facebook.com/xfinity/timeline>

If the user reading this is not able to check external links there will be screenshots attached.

The worst part about this for me is that there is no alternative cable internet provider for me in my area.

From what I have read:

"Comcast and TWC don't compete against each other for residential and business subscribers anywhere. But CenturyLink, which offers DSL and fiber service and has six million broadband subscribers, is trying to compete against Comcast."

Upon seeing all the choices of internet, I am only more shocked to not see any of these available in my area.

Not only does this sound like a trust, but it also stinks of corruption.

Please help us.

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**Ticket: # 628267 - CableOne forcing people to pay more to have no Data Cap**

**Date:** 11/2/2015 4:27:38 PM

**City/State/Zip:** Fargo, North Dakota 58103

**Company Complaining About:** Cable One

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## **Description**

I have had to pay for a business line just to have no data cap because apparently CableOne thinks that 300GB is enough for a family to stream videos and play games on. This is unacceptable because the residential customers are get 100Mbps while the business customers are getting the same AND paying more just to have no data cap. I could be paying \$55 per month versus the \$130 per month that I have to pay because CableOne wants to instill a data cap on everyone. This is unacceptable. This needs to stop.

Now I am locked into a 5 year contract with the company and have no way of getting out of it without paying several grand AND having to adhere to some shoddy 300GB data cap if I switch to their residential service.

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**Ticket: # 628312 - was not informed of 250GB Data Cap at TDS when service was initiated**

**Date:** 11/2/2015 4:40:56 PM

**City/State/Zip:** Knoxville, Tennessee 37922

**Company Complaining About:** Tds

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## **Description**

After noticing a new section in my account page at TDS highlighting my historical data usage against a supposed "data cap" which I was never informed of, I decided to ask TDS what happens when the cap is exceeded because it appears my usage hovers around the cap of 250GB sometimes exceeding it, and sometimes not, yet at no time was I alerted I had exceeded this limit and no fees were leveled against me.

At the speed of service I pay for, 100mbps, a 250GB limit amounts to 6.5 hours of actual usage and this is not acceptable to me and I was not informed of this limit when I began service with TDS.

After chatting with an agent to attempt to find out what may happen should TDS choose to now enforce this cap, I was told that I would be given options once the cap was reached but that they did not know what they were or when that might happen as this is something new they are implementing.

As I said this 250GB data cap was not advertised, but beyond that it is artificially low. Its aimed squarely at limiting the ability to stream netflix/amazon or other entertainment options. This is not an issue of managing their network, it is about making sure people are subscribing to their TV service because they don't want internet overages. Well I do subscribe to their TV service and I have a \$250 monthly bill for my TV/Internet and Phone and I feel I should use them in whatever fashion I choose. TDS has no problem with me leaving the 5 tv boxes I have rented from them online I streaming simultaneously all month long, but I would burn through this "Data Allotment in 6.5 hours before hitting their cap.

This is not fair, and it is anti consumer.  
Please put a stop this practice.

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[Ticket: # 628408 - Comcast/Xfinity 300GB data caps](#)

**Date:** 11/2/2015 5:09:44 PM

**City/State/Zip:** Baltimore, Maryland 21223

**Company Complaining About:** Comcast

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## **Description**

Hello, for reasons of which I'm sure you are aware, I believe that the 300GB data caps that Comcast has begun to implement are unethical. In addition to all the other issues with this monthly data cap, Comcast has a deal with the city of Baltimore (in which I live) that makes it the only viable high speed internet option. Verizon Fios and Google Fiber are not available. This makes it impossible to switch to another provider. I would most prefer if you enforced monopoly laws in Baltimore giving me more highspeed options in addition to preventing Comcast for setting data caps. But at the very least please do not allow them to set data caps. Thanks for reading.

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**Ticket: # 628414 - Comcast Data Caps in Memphis, TN**

**Date:** 11/2/2015 5:11:20 PM

**City/State/Zip:** Memphis, Tennessee 38016

**Company Complaining About:** Comcast

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## **Description**

<http://customer.xfinity.com/help-and-support/internet/data-usage-trials-find-area>

Comcast is now beginning to test data caps in the midsouth regions. Placing data caps onto pre-existing contracts without directly notifying the users.

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**Ticket: # 629617 - Bandwidth limitations**

**Date:** 11/3/2015 2:07:48 AM

**City/State/Zip:** Duck Hill, Mississippi 38925

**Company Complaining About:** Cable One

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## **Description**

Recently, various Internet providers have started competing with each other by increasing the download and upload speeds of their Internet. However, there's been no increase on data caps. With streaming services such as Netflix and Hulu becoming more popular, data caps should be increased. Streaming uses so much of one's data that speed means nothing if a person can only enjoy it for a week. Also, more video games are requiring constant updates and releasing downloadable content that it forces a person to pick and choose what they receive rather than actually enjoy what they are paying for.

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**Ticket: # 629693 - Data Caps**

**Date:** 11/3/2015 6:58:05 AM

**City/State/Zip:** Warner Robins, Georgia 31088

**Company Complaining About:** Comsouth

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## **Description**

Just three months ago my ISP began implementing data caps on customers. These data caps are targeting users who opt to use video streaming services rather than pay for an overpriced cable TV subscription. The cable company realizes that they are losing money and so place arbitrary limits on customers to force them to pay for overages that they have already used data trends to determine that ensure the customer will exceed them. An advertised 69.95 plan resulted in a bill for \$183.04 for one month. It is price gouging and predatory pricing at it's lowest. The companies are losing profits from cable programming and so just cap data in order to force customers back to traditional cable. It is a flagrant move to stamp out competition from streaming services, and as a customer and citizen I find it infuriating and abusive to the point of illegality on their part.

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**Ticket: # 656482 - Data Caps**

**Date:** 11/14/2015 5:36:53 PM

**City/State/Zip:** Alexandria, Louisiana 71301

**Company Complaining About:** Sudden Link

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**Description**

Only a week ago I was made aware Suddenlink was going to try to implement data caps in my area once again; They've threatened to in the past and have backed off. I was only made aware of this through a pop up in my browser which also stated upon viewing their meter that I was already over 75% of my usage. Today I received my bill and sure enough I was charged with two counts of going over; I believe this translates to 100gb.

The base cap they've implemented is not only absurd in its very nature, but more so through being a puny amount of 250gb. I conserved at the time of notice and still went over 100gb.

Not only this in itself, upon further research online I've found they have apparently been altering old contracts from when "Always On/Unlimited Internet" was advertised if you upgraded your modem for a "Free Speed Boost" going from a DOCSIS 2.0 modem to a DOCSIS 3.0 modem. Underhanded, shady business exploiting us consumers.

In today's age and with the landscape of media changing this is an obvious front to extort money out of people for their preference swinging towards online and on demand media and completely against everything net neutrality should represent.

If you're sold an always on internet service designed to run at whatever bandwidth you choose to subscribe to, that service should be available 24/7 at those speeds with no throttling or imposed data cap. Anything less than that is price gouging a market that already suffers in the United States some of the highest cable and internet rates of any modern society due to each cable provider essentially having a monopoly on the markets they service; markets that have reportedly been seeing 97% profits for the cable providers. Completely ludicrous.

I believe it's essential for us to curtail this, to put in place legislation to make it mandatory that not only all land lines, but even phone services should not suffer data caps of any kind. The internet is one of the greatest tools and successes of modern man and to limit access in any way is of great detriment to our society moving forward.

Thank you,

(b) (6)

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**Ticket: # 630042 - Internet Data Caps**

**Date:** 11/3/2015 12:09:16 PM

**City/State/Zip:** Woodstock, Virginia 22664

**Company Complaining About:** Shentel

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## **Description**

Shentel imposes a 400 GB data cap for their 15 Mbps cable internet service. With streaming services like Netflix, Amazon, Hulu, etc., this limit is exceedingly easy to surpass in a month of use, when there is no legitimate reason to impose such data caps. Internet has always been priced by speed and I see no reason that data caps should exist, let alone set to such an easily surpassable amount. I am aware that Comcast has been trying the same billing practices in other areas of the country where there is limited or zero competition as is the case in my area, where there is only one cable/internet provider. This seems like it is only a way for the cable companies to squeeze more money out of consumers that have now come to use the internet as an integral part of their daily lives.

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[Ticket: # 631480 - Comcast data cap](#)

**Date:** 11/3/2015 6:54:23 PM

**City/State/Zip:** Shreveport, Louisiana 71119

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out a data cap of 300gb per month then charging an extra \$10 per 50 gb used. The other option would be to upgrade to "unlimited internet". Before this policy change the Internet was "unlimited"

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**Ticket: # 646459 - Comcast Data Caps**

**Date:** 11/9/2015 6:05:53 PM

**City/State/Zip:** Richmond Hill, Georgia 31324

**Company Complaining About:** Comcast

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## **Description**

I have been living with a 300GB data cap from Comcast for as long as I've had Comcast. I complained to them multiple times and with all of the outrage I was hearing from everyone else I knew, I assumed it would eventually go away. Now that Comcast is widening this terribly policy, I realize it is here to stay as long as this company gets to do whatever they want.

Comcast recently sent me a letter explaining that my speed was being increased by 50%. Now I can hit my data cap in the first 10 days of the month instead of the first 7. Netflix, Hulu, Amazon Prime and other streaming services are direct competitors to Comcast's cable offerings. This cap makes it impossible for me to use any of these services without paying astronomical fees to Comcast. The last month of having Netflix, my wife and I reached the 300GB data cap on the 8th of the month. That leaves 22 days of using zero data from my primary internet source.

So I had to cancel Netflix and Hulu and I can't watch the free content provided by my Amazon Prime account. I am fearful of downloading updates for my games or computer software. My second time passing the 300GB cap was downloading Android Studio for use with my college education.

Comcast is the only option in my area and I already pay twice what new customers have to pay, so why am I not allowed to use the internet that I pay for? I have spoken to representatives of Comcast on many occasions, and they have all given the same scripted responses that the cap was to "help remove congestion." While I knew that was false the entire time, the recently leaked customer service documents from Comcast confirm that it was a lie from the beginning. Now the new lie they are telling is that it is about fairness. If they want to be fair, why not lower the bill of people who aren't using as much? It is clearly a monopolistic move on their part as they know that there is nothing we can do about it if they raise prices or cut services because we have no options.

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**Ticket: # 646487 - Comcast Data Caps**

**Date:** 11/9/2015 6:12:55 PM

**City/State/Zip:** Plantation, Florida 33317

**Company Complaining About:** Comcast

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## **Description**

Over the past month, Comcast has initiated a data cap in my area of South Florida. I filed a complaint in the past, but I feel like it wasn't taken seriously, and Comcast pretty much told me 'tough sh\*t' in response.

Since my last complaint, my bill has inexplicably risen by \$40 from \$144 to \$184. I have checked both bills, from the past to the current, and still can't find why. Now, on top of that, to enjoy my services such as gaming, streaming and other utilities, I have to pay \$30 extra a month to ensure that my data isn't capped, effectively pushing me to over \$200 for cable services! Let's be honest here, this is a data cap. Companies such as Netflix, Hulu, Amazon, and other streaming services, that I already pay for, will take a backseat to ad ridden TV services that I have no interest in! Last month, I didn't go over the data cap, but only because I dialed down on almost everything I usually do such as downloading games, streaming TV shows, and even working from home - even then, I was over 90%.

I have no other alternative, which is something the state and local regulators have created with signing the rights of our municipality away to corrupt ethics and barely-legal monopolies. I honestly feel helpless, when it comes to Comcast, and they know it. My only option would be to switch to AT&T, a company that offers, at best, 6 gbps in my area, and will probably be enacting their own data caps in the future. On AT&T, I can't play my video games, doing web conferencing, or perform any of the essential functions I need for work, school or play.

I understand that Comcast is battling back against the streaming sites, and for some reason, punishing their customers, but what I don't understand is how a company that is considered a utility, has the right or audacity to charge their customers an arbitrary \$30 more a month for services they already have! This isn't a trial, this is a setup to perform these data caps in liberal areas, with possibly corrupt judges, that they can get sued in, and end up winning. This will set a precedence for the rest of the nation as they roll across the rest of the nation.

I have never, ever hated a company before - until Comcast. They purposely abuse their customers, flat out lie to them, and find infuriating ways to take advantage of broken laws to their advantage. I already suffer from data and phone usages on my phone, something that my work compensates me for because I use it to make a living, but are they going to pay for these data caps too? Please be aware that I am using the word data caps on purpose and there is absolutely no reason for them other than to put more coin into Comcast's pocket.

Light flying thru an already existing fiber costs Comcast absolutely nothing, except possibly have to upgrade their infrastructure, something the tax payers already pay for, so why are they charging me more money because I send more light through the cable then some made up limit?

The worst part, in my opinion, is that 300 gb doesn't seem too low to many, but what about when 4k UHD streaming services arrive? What about when the games on Steam and other devices become

bigger? Right now, it is approximately 50gb for almost any new game coming out such as Call of Duty, Grand Theft Auto V, and even NBA2K15. You're telling me, that when close to my data cap, I have to pay \$60 for the game and then \$10 on top of it just to get the 50gb from Comcast? What in the hell is happening to this nation? How are we allowing these injustices to exist?

FCC, I beg you, to stand for your citizens, because there is nothing we can do by ourselves. It doesn't matter what they do to us, we are helpless on our own. You have already set a precedent with net neutrality, now Comcast has answered with a war cry by using Data Caps to get their way. Will you help us fight back? If we're standing on our own, this won't be the only atrocity Comcast commits, but rather just the beginning.

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[Ticket: # 631843 - Open Internet Infraction](#)

**Date:** 11/3/2015 9:52:09 PM

**City/State/Zip:** Charleston, West Virginia 25302

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink in Charleston, WV is charging residential consumers for data overages and I feel as if it is restricting access to quality internet service for larger families like my own. We can barely afford the payments as is without these data caps and overage fees.

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**Ticket: # 631968 - Comcast is extorting customers!**

**Date:** 11/3/2015 11:31:08 PM

**City/State/Zip:** Miami, Florida 33173

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am filing this complaint because recently Comcast has imposed an Internet data cap of 300GB and is charging customers if they go over this amount on a monthly basis.

When I signed my 2-year contract, I never agreed to pay anything more than what my quoted rated was and this is extorting customers by imposing an arbitrary cap to make even more money off of us.

The FCC needs to stop these corporations from artificially inflating their rates for Internet service usage because they have such little competition. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act!

Sincerely,

(b) (6)

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**Ticket: # 632208 - Comcast Data Cap**

**Date:** 11/4/2015 9:29:52 AM

**City/State/Zip:** Shreveport, Louisiana 71106

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a 300GB data cap on my internet service. They now require me to pay an additional \$35 to use the internet freely and unrestricted. They now are requiring me to pay extra to use more services such as Netflix, YouTube, XBOX and Hulu as well as working from home, this is punishing me for wanting to use the internet freely and makes me be selective on how often I can use nicer services for fear of being charged overages.

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**Ticket: # 632312 - Data Caps**

**Date:** 11/4/2015 10:38:11 AM

**City/State/Zip:** Plainville, Connecticut 06062

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer that has yet to be affected by the Data Caps that Comcast continues to roll out to test areas in areas of the country. Regardless of this fact, I believe that if something is not done to halt this plan that it will become common practice. Typical internet data usage is increasing and it has been proven that it is not affecting the actual infrastructure of these companies and is not causing any stress. These large ISPs were given massive amounts of tax payer money by the Federal government to boost their infrastructure to prepare for this exact situation. They should be able to handle the increased bandwidth without breaking a sweat. European companies are able to provide triple the speeds of our ISPs at half the cost. Why are these massive companies such as Comcast with massive subscription bases fretting. A typical game download today is over 30 GB. One game and a user would already be 10% into their monthly data. Streaming in Full HD is more and more common and can eat up data quickly as well. ISPs are looking at their pay per channel and subscription that has been in place for decades is coming to an end and these companies are looking at different ways to extort money from hard working Americans, control what content is seen, and increase the profits of a few at the top while adding little to none to the bottom. If data caps become mainstream, it could hinder the lives of millions and take money from Americans that could go to other areas of the American economy that actually needs it such as small businesses. The tax payer funded physical infrastructure of these ISPs is not affected by the increased bandwidth and a widespread implementation of data caps in the U.S. would be a travesty and a slap in the face of consumers everywhere.

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[Ticket: # 632399 - Data cap by Comcast Internet](#)

**Date:** 11/4/2015 11:05:43 AM

**City/State/Zip:** Chicago, Illinois 60623

**Company Complaining About:** Comcast

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## **Description**

Comcast is instituting a data cap on my service.

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**Ticket: # 632605 - Data Capping/Throttling**

**Date:** 11/4/2015 11:34:21 AM

**City/State/Zip:** Dickinson, Texas 77539

**Company Complaining About:** Comcast

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### **Description**

Comcast has been throttling my internet for the past 10 years. I've been paying more than I should for adequate internet when compared to other areas in the country. Please help your average tax payer by pressuring companies who have effective monopolies on coverage areas to free up data caps as it is a form of price gouging.

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[Ticket: # 632750 - Comcast data cap](#)

**Date:** 11/4/2015 11:57:36 AM

**City/State/Zip:** Savannah, Georgia 31406

**Company Complaining About:** Comcast

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## **Description**

Comcast 300 gig data cap that they implemented is a scam. Having to pay more for unlimited on a service I was already paying for before is unbelievable. They have a monopoly on cable service in my region and already jack up the prices at whim to limit data on top of that is just insulting. The size of the cap is directly going after cord cutters and streamers. It's just a way around net neutrality. How long until they charge Netflix or xbox to not count against the cap while also charging users on the other side. Please stop this while there is still time. I already was forced to buy a whole new bundle to get reasonable internet speeds because they refused to let me just increase my internet connection speed unless I went with a bundle offering services I did not want.

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**Ticket: # 632751 - Broadband Caps and Poor Business Practices**

**Date:** 11/4/2015 11:57:40 AM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast

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## **Description**

It is unreasonable and unconscionable that Comcast and similar monopolistic ISP's continue to enforce Data Caps on consumers in a market that is constantly growing, expanding, and innovating to utilize higher density & faster data transfers for the good of the consumer AND society in general. In an economy that is progressing further and further towards the utilization of Web services for nearly all aspects of life, it is not just inequitable but downright immoral that these companies are continually allowed to engage in these practices.

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**Ticket: # 632947 - Data Caps**

**Date:** 11/4/2015 12:30:05 PM

**City/State/Zip:** Denver, Colorado 80205

**Company Complaining About:** Comcast

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## **Description**

Comcast recently announced that they are expanding the regions in which they will enforce data caps. (b) (6) has also stated that they plan to cap the entire US market within 5 years. There are so many issues with this.

First off, the cap is set just low enough to punish streaming. It is absolutely unfair practice to limit a utility in order to force customers towards cable television. Implementing a 300 GB cap that is shared between three to four people is essentially dictating how much streaming we can use, something Comcast has no right to do. My local power company doesn't shut off my lights after a heavy night of use, why does Comcast get the right to do so?

In addition, Comcast is trying to assign a price to a service as if it were a tangible good. Data is not some finite natural resource that will eventually be depleted. There's no reason to limit usage, aside from the limiter profiting by doing so.

Comcast cannot complain that heavy data users are clogging their network. They're providing a public UTILITY. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure. Again, my power company doesn't complain that too many people are using electricity and just say, "Too bad". They work to improve infrastructure so that everyone can be accommodated.

The internet is no longer a luxury in the 21st Century. It is a necessity. It's how we find jobs, how we access our healthcare, how students get their assignments in college, how we communicate with our families. While data caps might not seem like a huge deal, it's a slippery slope that is absolutely putting us on the path to limiting our growth as a nation. It is indicative of our nation going from one of the greatest, most innovative places on earth, to stagnating amidst profit-hungry corporations that are doing so at the expense of our growth.

Please stop the ever increasing un-competitive nature of our internet industry. It's taking away what made this nation great.

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**Ticket: # 632961 - Suddenlink data caps implemented this year, 2015**

**Date:** 11/4/2015 12:32:19 PM

**City/State/Zip:** Charleston, West Virginia 25314

**Company Complaining About:** Sudden Link

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## **Description**

At the start of this year suddenlink in charleston WV introduced data caps. since they first started business here they never had data caps. now, out of no where they do.

The cap is set just low enough to punish streaming.

Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting by doing so.

Suddenlink cannot complain that heavy data users are clogging their network. They're providing a public utility. It's their responsibility to make certain their network can handle the traffic. Don't punish your customers because you can't be bothered to improve your infrastructure. Suddenlink even bragged all this year about how they expanded their services and even offer a higher bandwidth than before

It's possible to call Suddenlink and complain enough to have the upcharge removed if you go over your cap. If customer service agents can remove the upcharge, clearly it isn't really necessary to begin with.

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**Ticket: # 633000 - Comcast Data Caps**

**Date:** 11/4/2015 12:39:24 PM

**City/State/Zip:** Knoxville, Tennessee 37921

**Company Complaining About:** Wow

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## **Description**

I live in Knoxville, a test market for Comcast's broadband data cap of 300 GB per month. This policy violates Net Neutrality, and is anti-capitalist in its efforts to obstruct competition.

The cap allows Comcast to extract more revenue from customers without providing better service. This policy discourages usage of the bandwidth that customers have paid to use, and it allows Comcast to advertise their service at higher speeds than they could otherwise provide via their current infrastructure. Comcast then aggressively markets higher speed internet knowing that by using the higher speeds, customers are more likely to exceed the cap and incur unreasonable overage fees on top of the already exorbitant service prices (as compared to similar services provided in markets that actually embrace competition). Additionally, they exempt their own streaming service from the data cap. That exemption encourages customers to pay higher rates on their Comcast subscription plans in order to get services they can actually use without paying the overage charges associated with the data cap policy. This practice further pollutes a market that already suffers from regional monopolies/oligopolies, as it discourages Comcast customers from using services that compete directly with their streaming service (eg, Netflix, Amazon, Hulu, etc.). I contend that this violates the Net Neutrality by creating a financial incentive for customers to use Comcast's streaming services over potentially superior competitors.

As a company that both provides access to the internet, and paid content that is delivered through that infrastructure, Comcast has a duty to remain neutral in their internet service provision. They are currently failing to fulfill this duty.

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**Ticket: # 633154 - Comcast's Predatory Tactics****Date:** 11/4/2015 1:06:36 PM**City/State/Zip:** Cresson, Pennsylvania 16630**Company Complaining About:** Comcast

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**Description**

It is unreasonable and unconscionable that Comcast and similar monopolistic ISP's continue to enforce Data Caps on consumers in a market that is constantly growing, expanding, and innovating to utilize higher density & faster data transfers for the good of the consumer AND society in general. In an economy that is progressing further and further towards the utilization of Web services for nearly all aspects of life, it is not just inequitable but downright immoral that these companies are continually allowed to engage in these practices.

It is no coincidence that Comcast, who generates a ton of revenue through their own streaming and television services, are pushing for an unfair policy that punishes competition through data caps. If you can't use a competitor's service without using up all your data in a week then you are more inclined to purchase their television package - it's just a loophole they are using to still try to twist people's arms from using other streaming services. Even though the decision to maintain net neutrality was upheld it is clear data caps are being used as a workaround to still punish competitor's streaming services.

I would be willing to bet with confidence that any investigation in these data caps would reveal them to be unnecessary and just as another way to extort customers who have no other options. This is very clear abuse of their local monopolies, it isn't a coincidence that they have shyed away from using data caps as much in places where they actually have competition. Because they don't need to, they just see areas of the country where they have a monopoly and know they can price gouge their customers. This predator tactic needs to be addressed before it gets even more out of hand

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**Ticket: # 633267 - Comcast and Free and Open Internet**

**Date:** 11/4/2015 1:21:36 PM

**City/State/Zip:** San Jose, California 95112

**Company Complaining About:** Comcast

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## **Description**

Comcast, the US government security agencies, and other large corporations are lobbying to restrict our access to the internet via data caps, data collections, and infringements of privacy. This is ruining a free and open internet and ruining a valuable resource the government has. Data caps from Comcast and other internet and cellular companies are purely in the interest of profit and are predatory business practices. Data collections are infringing on our constitutional rights as Americans to be secure in our persons and privacy. The internet is the greatest equalizer and the greatest asset America has ever created. Through the internet we can create a more fair society and help people gain more access to educational and financial resources people would have never been able to have access to. Please, for the love of all that is holy, keep the internet a fair and free place. The United Nations is absolutely correct, it is a Human Right.

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**Ticket: # 633486 - Data Caps**

**Date:** 11/4/2015 1:50:37 PM

**City/State/Zip:** Dunbar, West Virginia 25064

**Company Complaining About:** Sudden Link

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## **Description**

Data caps have become a huge problem throughout the country. It's just another way for cable companies to nickle-and-dime their customers. They charge more while actually providing less service. Companies like Comcast, Time Warner, and Sudden Link have been rolling out these data caps over the past year, and they have plans to institute more across the nation. These caps put unnecessary limits on internet usage, especially in multi-person households. I have the top data plan that is offered in my area (450GB) and I am able to reach my cap or go over as ONE PERSON. If I had family living with me, it would be impossible to remain under the cap with normal usage. As files get bigger, we will use more data. It is unreasonable to have these archaic data caps to artificially inflate the profits of a cable company. It costs next to nothing to provide many times the amount of data that I am capped at, yet I am told that it is to offer better service. How does limiting my service equate to better service? I hope that the FCC is able to see that these data caps are doing more harm than good, and is able to put a stop to them.

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**Ticket: # 633488 - Comcast Data Caps**

**Date:** 11/4/2015 1:50:42 PM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast

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## **Description**

I am not in an area currently affected by Comcast's data caps but I feel I will soon be if they continue.

This unfairly affects those who use streaming services. The cap is low enough that anyone who streams an average amount will reach the cap. They are also mostly targeting those where competition is low and there is not a comparable alternative.

Data is not something that "runs out" Using more data does not change anything. They should not be allowed to extort money from customers. I urge you to stop Comcast in their tracks

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[Ticket: # 633587 - Comcast data caps](#)

**Date:** 11/4/2015 2:03:41 PM

**City/State/Zip:** Eugene, Oregon 97403

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing 300 gb data caps and forcing heavy users to pay for unlimited packages

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**Ticket: # 633570 - Comcast Data Caps**

**Date:** 11/4/2015 2:01:43 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

With the new data caps Comcast is implementing fair trade is being impeded. I currently subscribe to Netflix an online video streaming service, that I watch over Comcast internet. I have noticed that if I use Comcasts onDemand service they will stream video without any impact to my data usage, but their direct competition is subject to usage limitations. In the service market I live in, the only other viable internet provider is AT&T Uverse, they similarly have usage caps in place, thus eliminating their service as a viable option.

Comcast operates in our market as a functional monopoly. There are no other cable options thus no true competition. The FCC needs to look at this issue and regulate this matter.

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**Ticket: # 633693 - Capped home broadband**

**Date:** 11/4/2015 2:17:59 PM

**City/State/Zip:** Knoxville, Tennessee 37920

**Company Complaining About:** Comcast

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## **Description**

The increasing trend of data-caps on home broadband services has to stop! I can understand why this is necessary with wireless communication, but with fiber/cable this is absurd! It is price gouging and hindering our access to information! The FCC needs to take a major look at the legislation that has been passed around the country that has stymied the growth of the internet service industry. How is it just that municipal broadband is illegal in cities around the country? ISP's have geographic monopolies and it is evident as they create anti-consumer policies such as these data caps! Internet access is a utility and should be treated as such!

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**Ticket: # 633700 - Internet Data Caps**

**Date:** 11/4/2015 2:18:40 PM

**City/State/Zip:** Hartford, Connecticut 06106

**Company Complaining About:** Comcast

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## **Description**

My ISP, Comcast/XFinity, is skirting the FCC's net neutrality rules by testing broadband data caps. The test must be going well, because it's expanding to other areas. When it comes to my area, Comcast will be near doubling my bill for the same exact service I currently pay for, and there are no alternatives. Internet service at home is a requirement for both my occupation and personally. I'd switch if I could, I'd move if I could. Wireless data caps are one thing, with a limited spectrum in which to broadcast data. It is my understanding that is not the case with wired broadband, and these data caps are to raise customer's bills for the sake of raising customer's bills.

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**Ticket: # 633752 - Stop Comcasts Regional Monopolys**

**Date:** 11/4/2015 2:24:21 PM

**City/State/Zip:** Aptos, California 95003

**Company Complaining About:** Comcast

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**Description**

I live in Aptos, California and rely upon the internet to make and receive phone calls. I am hearing impaired. The Comcast data caps across the US will cause me to make less phone calls since I rely upon the ability to use video to call:

My doctor

My parent's doctor. My mom is now 90.

My family members across the country

And more...I am already exceeding the 'data cap' and after December 1, I will be forced to stop making calls.

With Comcast being the "exclusive provider" the region I live in, I have no other options if I want internet.

Comcast is now taking away the ability for me to connect with the community. Please tell Comcast to stop.

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**Ticket: # 633882 - Comcast Data Caps**

**Date:** 11/4/2015 2:41:38 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19147

**Company Complaining About:** Comcast

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## **Description**

It has come to my attention that Comcast intends to expand its internet data cap with intentions of eventually capping the entire US market. Comcast owns NBCUniversal and Xfinity cable, this creates a large conflict of interest as this move can easily be interpreted as a ploy to limit streaming television through services such as Netflix. On top of this, Comcast is providing a utility that is necessary to the majority of Americans. Their fees for exceeding data caps are so large, they prevent the average user from obtaining that utility. I currently live in a location where Comcast is my sole option for reliable internet. As long as they maintain this monopoly status, they should be required to provide their utility (internet) for a reasonable fee.

Thank you for your time, I hope this complaint is taken under consideration

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[Ticket: # 633924 - Comcast data caps](#)

**Date:** 11/4/2015 2:46:48 PM

**City/State/Zip:** San Jose, California 95126

**Company Complaining About:** Comcast

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## **Description**

Comcast is instilling data caps at 300gb/month, but offering unlimited for an additional 35. This is entirely unfair, complete price gouge for uncompetitive market areas and does not help the consumer at all. There Internet is already the most expensive on the market.

This needs to be addressed, net neutrality needs to be the goal here.

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**Ticket: # 633948 - Comcast Internet Data Cap**

**Date:** 11/4/2015 2:50:56 PM

**City/State/Zip:** Savannah, Georgia 31407

**Company Complaining About:** Comcast

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## **Description**

Comcast recently instituted a "trial" data cap of 300gb a month for my service area, as well as many others. I feel as though this cap is a unfair paywall for customers who have no alternative options for ISPs. This cap greatly hinders my use of home internet for video streaming, online gaming, and even work related matters. This isn't even taking into consideration the fact that there was ZERO warning about this new cap except for a notice that I was close to reaching it.

This new cap, which Comcast is already planning on expanding rapidly, is disgusting and a clear example of what happens when a corporation does not have to compete in large markets.

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**Ticket: # 634051 - Capping internet usage**

**Date:** 11/4/2015 3:07:23 PM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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## **Description**

I have been with Comcast for years, mostly because they are the only internet provider in my area. I recently moved to a new house, also in Comcast's jurisdiction, and am now forced to pay more for a lower level of service. Not to mention that my usage is limited now. I use the internet for all of my entertainment, communications with family, and the huge majority of my work. A data cap limits the amount of work, communication, and entertainment I can do in a month. This limits my quality of life and is completely unfair.

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**Ticket: # 634013 - Comcast data caps**

**Date:** 11/4/2015 3:03:13 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

The proposed data caps by Comcast are absolutely ridiculous. They say the average data usage rate is 40Gb, well under the proposed 300Gb limit, so here is my question; if the average usage is 40Gb, including edge case high-data users, what is the 300 Gb cap (with ability to pay more to remove it) anything but a grab at more money? If everyone used 1Gb less than the cap each month, it would be 7 times more traffic than the current average, yet completely within the set limit. This is to say that an average usage of 299 would be acceptable and under the cap, but for some reason an average over 7 times lower somehow warrants instituting it? That makes absolutely no sense, the average is well within the maximum acceptable average. Why in the world would you need to punish people like myself that develop software from my home and average 400Gb per month when the average data use is well under an average that is within the proposed cap already? This is a disgusting and backward-looking business practice and I do not believe it should be allowed. I will be writing to my Senators and representatives to relay the same sentiment.

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**Ticket: # 634391 - Comcast data caps**

**Date:** 11/4/2015 4:04:40 PM

**City/State/Zip:** Milford, Pennsylvania 18337

**Company Complaining About:** Comcast

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## **Description**

Hello,

I have been informed that Comcast will be imposing data caps on it's customers who use over 300gb of data a month. I for one, am not a comcast subscriber (thankfully) but feel that the tens of millions of customers who subscribe to Comcast's high speed cable options are being unfairly treated. Comcast has a monopoly on many markets leaving people no other choice for the people within those markets. With many video streaming services becoming more and more prevalent this is obviously just a way to try and get people who are moving to those services from traditional cable ones to pay an extra 35 dollars a month for uncapped data service. I think this is unfair and goes against the net neutrality guidelines that were passed earlier this year. While 300 gb sounds like a lot with the advent of HD streaming video and game downloads increasing in size it is very possible for customers to hit the data cap. This unjust and customers should not be treated this way. As stated, I am not a comcast customer but feel strongly enough to file a complaint so this doesn't become common practice.

Thank you for your time,

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**Ticket: # 634574 - Data Caps**

**Date:** 11/4/2015 4:35:13 PM

**City/State/Zip:** Stillwater, Oklahoma 74075

**Company Complaining About:** Sudden Link

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## **Description**

SuddenLink has horribly crippling data caps on all their internet plans. As a student, I am constantly using my schools website to take online courses. These courses use video lectures recorded by professors. The data caps make me pick and choose which videos to watch and how often I can watch them. If I go over this small data cap I have to pay fee that is almost 33% of my monthly bill for each 50 gigs. This is out right ridiculous that I have to pay extra just to receive a decent education. Please stop the monopoly and enforce the laws and regulations put in place to stop this kind of behavior that is a foolish attempt at cash grab by sudden link.

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**Ticket: # 634606 - Comcast's Data Caps are Anti-Consumer and Anti-Competitive**

**Date:** 11/4/2015 4:41:12 PM

**City/State/Zip:** Little Rock, Arkansas 72202

**Company Complaining About:** Comcast

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**Description**

With Comcast's plan to expand it's 'data usage plan trials' to my area beginning on December 1st, I will be subject to a total data transfer limit of 300GB per month. This data cap is anti-consumer because I use my internet connection for both work and leisure. I work from home for a company based out of another state and do not qualify for a business connection from my provider for this reason.

The nature of my full-time job as an interaction designer working on web and mobile applications requires me to upload and download large amounts of data to my company's cloud data storage service, as well as to hosting providers and directly to clients. My profession combined with Netflix and online gaming regularly surpass the consumption of 300GB of data per month.

I would switch to an alternate provider, but no high-speed alternative exists in my neighborhood, and, as far as I know, no provider has plans to expand into my neighborhood. Furthermore, net neutrality is being breached in a terrible way with the imposition of these data caps. No longer will I feel the freedom to utilize my service when I risk overage fees for simply performing my duties for work or for enjoying some free time with my family while watching our favorite show on Netflix.

Again, this is anti-consumer, certainly anti-competitive and limits my ability to use the very internet service that I earn my living from. When the practice of price-gauging starts affecting quality of life, it's time for the FCC to step in. Please help!

Thank you for your time and attention,

(b) (6)

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**Ticket: # 634655 - Comcast Data Caps**

**Date:** 11/4/2015 4:49:18 PM

**City/State/Zip:** Smyrna, Tennessee 37167

**Company Complaining About:** Comcast

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## **Description**

Comcast has added a 300 GB data cap without any communication - email/paper or otherwise. There is no reason for these data caps and I don't feel that I should have to limit my usage of a utility that is priced based on throughput/speed.

But I am mostly upset about the complete lack of transparency of the situation. The first I heard about the situation was when I went over my cap...which I had no idea existed to begin with. And their reps continue to say that these data caps have existed for the entirety of my service...

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**Ticket: # 634740 - Comcast Data Caps**

**Date:** 11/4/2015 4:58:53 PM

**City/State/Zip:** Keystone, Colorado 80435

**Company Complaining About:** Comcast

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## **Description**

Comcast is planning to expand their data caps, which directly affects me. I do a lot of work as an online tutor and their data caps limits the amount of video lessons I can do. I am already a poor college student and this does not help. Also, they are price gouging by saying I can pay even more to not have a data cap, but how do I know they won't still throttle me. With the rise of the internet as a tool for many they are just messing things up in the name of preventing internet streaming from being a thing by pushing their own terrible service.

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**Ticket: # 634742 - Comcast Data Caps**

**Date:** 11/4/2015 4:59:02 PM

**City/State/Zip:** Marietta, Georgia 30068

**Company Complaining About:** Comcast

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**Description**

I live in Atlanta where Comcast has a 300 GB data cap. This data cap is anti-competitive. I'm a cord-cutter and refuse to sign up for cable TV due to its cost and the fact that I'm not home all the time to watch TV anyway. Recently, Comcast is making me pay an extra \$35 if I want the data cap removed which I find unfair.

Comcast themselves admit that the data cap is a business decision and not to ease network congestion, etc: <http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>

Since Comcast is also a cable TV company, it's a conflict of interest that they're also an ISP and want to punish cord cutters by putting in a data cap when other ISPs. like Google Fiber who is coming to Atlanta soon have no data caps at all.

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[Ticket: # 634744 - Comcast data cap](#)

**Date:** 11/4/2015 4:59:29 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

The data caps Comcast are imposing are another way to charge people for a service they have already paid for. They are charging me to view content made by other people on the web while I have already pitched rights to access it. It's a horrible president that will take away the ability for me to truly utilize the Internet for school, studying, research and a home business innovation. This business model does nothing but stifle growth for the sake of greed and it's time the FCC made it illegal. There is no reason for home data caps to exist and the American public needs the FCC to protect a very American way of life, being able to access the Internet is a part of that.

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**Ticket: # 634757 - Comcast data usage**

**Date:** 11/4/2015 5:01:09 PM

**City/State/Zip:** Pembroke Pines, Florida 33024

**Company Complaining About:** Comcast

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## **Description**

I live in a Comcast market that imposes a 300gb data cap on Internet usage. The day this cap took place Comcast disabled the data usage meter on my account portal. When I contacted Comcast support, the technician on the phone had no clue what the data usage meter was. Comcast has also disabled the phone app which tracks data usage. The only notification I received regarding my usage was a brief pop-up on my browser stating that I had reached 100% of the data cap just 5 days into my billing cycle.

I am now restricted on how I can use the Internet. I am afraid to use my Netflix service or watch YouTube because I don't want to be charged an overage fee I can not afford. And Comcast has made it impossible to check usage.

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**Ticket: # 635975 - Data caps and no options**

**Date:** 11/4/2015 9:58:22 PM

**City/State/Zip:** Tucson, Arizona 85742

**Company Complaining About:** Comcast

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## **Description**

A few months back I filed a complaint about the data caps Comcast has forced on the Tucson, Arizona market. A market in which Comcast has a forceful monopoly and has successfully blocked any attempt at competition. At the time I was averaging about 450 GB per month in my household of three. We are Cord Cutters. Realizing that with the launch of Netflix and subsequent streaming services we could actually watch what we wanted, when we wanted and in the manner we wanted, we cut our expenses and cancelled the cable. When the market crashed and states began slashing employee pay and instituting "furlough" days on law enforcement, being able to lower our bills by reducing unnecessary expenses kept our family barely afloat. Since October 1, 2012, our internet bill has steadily gone up as Comcast "tested" capping data allotments .

To add insult to injury Comcast officials have repeatedly and publicly said that instituting data caps was nothing more than a "business decision". It is not because of infrastructure, as those costs are paid for by the taxpayer. Data caps are nothing more than a gleeful plan from Comcast officials to make customers pay outrageous amounts to line their pockets. This morning I learned that Tucson is one of but a few areas that will not be given the option for an unlimited plan.

Thanks to yet another cash grab by Comcast, in a market they have a strangle hold on, I am forced once again to make monetary decisions for my family that will affect us long term. I had enrolled at St. Petersburg College in a distance learning program to advance my degree and career. Calculating our current internet usage and the additional usage that a distance learning program would entail, I have had to put my education on hold as paying an extra \$50 a month for each semester in addition to course fees puts a return to school firmly out of reach.

You are getting a lot of complaints from young, bright people who are the future leaders of this country. Please add the voice of a 39 year old credentialed Veterinary Technician, wife of a state law enforcement officer and mother of a first grader to their outrage.

<http://www.dslreports.com/shownews/Comcast-Dramatically-Expanding-Usage-Cap-Areas-December-1-135551>

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**Ticket: # 635292 - Data Cap**

**Date:** 11/4/2015 6:41:21 PM

**City/State/Zip:** Gulfport, Mississippi 39507

**Company Complaining About:** Cable One

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## **Description**

I am complaining to the fact that Cable One has a data cap on there internet service. This data cap is preventing me from updated software and hardware on my computer. In fear that if I go over the data cap that I will lose my internet. So as the days go on, my computer is becoming more and more vulnerable to virus, malware, and back door hacks.

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**Ticket: # 635237 - Comcast and data caps**

**Date:** 11/4/2015 6:28:07 PM

**City/State/Zip:** Minneapolis, Minnesota 55414

**Company Complaining About:** Comcast

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## **Description**

Data caps of 300GB are not sufficient enough anymore. With the average size of AAA video games being 40GB and larger, and HD streaming as much as people do, companies like Comcast are forcing users into completely arbitrary and unnecessary restrictions. Data isn't a finite thing like our water, electricity, etc. Being charged \$10 for each 50GB I go over is ridiculous to all consumers. And Comcast also wants to charge users \$35 per month for unlimited data. Data caps on wireless networks are unnecessary enough as it is, but a home internet service with a cap is insane. This will severely hurt VOIP users, especially for the hearing impaired.

Please, FCC, stop Comcast and other companies from being able to do this. Comcast even said that data caps aren't necessary.

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**Ticket: # 635250 - Comcast Data Caps**

**Date:** 11/4/2015 6:30:39 PM

**City/State/Zip:** Tallahassee, Florida 32303

**Company Complaining About:** Comcast

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## **Description**

Comcast has a monopoly over high speed internet where I live (Tallahassee, FL). Since I stream a lot from sites like Netflix, I feel it unjustly punishes the average consumer by trying to make money off of the use of other companies and corporations. Data is not a tangible good (as in, there is unlimited data available), so there is no reason to cap the data (which is a public utility anyway).

While the data cap is not in my area yet, I am worried that it eventually will be.

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**Ticket: # 635276 - Stop Comcast from Enforcing Data Caps**

**Date:** 11/4/2015 6:37:06 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are not ethical. Cable internet is a public utility, who's infrastructure was paid for by tax dollars. Comcast (or any other ISP) has no right to enforce an arbitrary data cap that only serves their bottom line. Internet is too integral to our daily lives and is as vital to consumers as water, garbage, electricity, gas or any other utility. They are clearly trying to limit streaming of internet content in order to force consumers into buying their TV packages. There is NO NEED for a data cap just as there is NO NEED for download speed caps. This has been an issue for FAR too long, and the FCC needs to take a stand for the people of this country. This is literally your only job and you have failed miserably and been bullied by Comcast, Time Warner, Cox, etc, despite millions of received complaints on this issue. How is it taking so long for something to be done about this? PLEASE HURRY UP!

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**Ticket: # 635297 - Comcast data cap/billing/throttling complaint**

**Date:** 11/4/2015 6:42:31 PM

**City/State/Zip:** Gig Harbor, Washington 98335

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing data caps to limit certain markets they offer services in. They are planning to expand this starting in December. On top of this, they are continuing to throttle certain apps and sites I use such as Netflix, or limit bandwidth with a cap or throttle after the GB cap is reached. This interferes with not only my recreational periods, but my work and schooling which is done online. I do not have another selection in my area (Gig Harbor, WA) that offers sufficient speeds/reliability to switch out of Comcast to avoid this.

In addition, this is negatively impacting my family. These caps will interfere with my parents who rely on the internet for various medical reasons. They receive info from their doctors via email and on websites, as well as fill needed prescriptions, manage appointments, etc. Limiting and throttling internet access will keep them from being able to do this.

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**Ticket: # 635313 - Data Caps**

**Date:** 11/4/2015 6:44:42 PM

**City/State/Zip:** Westfield, New Jersey 07090

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

I have recently heard of Comcast's plan to implement data caps across a wide variety of their markets. In doing so, they will also offer a \$35/mo addition that will waive the consumer of this data cap. This kind of action looks to me like an attempt to swindle the consumer out of more money for the exact same service.

Personally, I do not subscribe to Comcast's services due to their business policies and outright disregard for fair practice. But why I write this today is due to the obvious precedent Comcast is attempting to set. Since the Internet is classified as a Utility, I feel that Comcast has no right to implement such a plan nor a just cause for doing so.

The data caps are also an obvious attempt to prevent - or charge more for - the use of streaming services such as Hulu, Amazon Video, Netflix, etc, many of which I subscribe to. Furthermore other products such as Xbox and Playstation 4 require that you download the games, or patches, or both. These items can total tens of GBs, and increase your usage significantly.

This is a troublesome business practice that must be stopped.

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[Ticket: # 635328 - Comcast data caps](#)

**Date:** 11/4/2015 6:47:24 PM

**City/State/Zip:** Shoreview, Minnesota 55126

**Company Complaining About:** Comcast

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## **Description**

I am filing a complaint about the data caps Comcast is expanding on December 1st, 2015. In today's world, internet should not be capped by ISPs, and Comcast has no reason to cap data other than to make more money. Comcast already charges too much for slower internet compared to the rest of the developed world. There is no competition in the ISP market, and that allows Comcast to get away with ripping off their customers.

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**Ticket: # 635391 - Comcast Data Caps**

**Date:** 11/4/2015 7:01:20 PM

**City/State/Zip:** Williamsport, Pennsylvania 17702

**Company Complaining About:** Comcast

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### **Description**

Comcast has recently instituted data caps on home Internet in areas around the country. I feel like this is a direct attack on people who have decided to "cut the cord", or not purchase TV. While these caps have not expanded to PA yet, I am fearful that they will.

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**Ticket: # 635394 - Comcast Data Caps**

**Date:** 11/4/2015 7:01:50 PM

**City/State/Zip:** Tallahassee, Florida 32301

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently implemented 300 GB data caps in my state. They now are trying to charge people more money with these new limits on top of already high prices. It is very easy to exceed 300 GB in a monthly billing cycle.

I have no other options for Internet access in my area because Comcast has a complete monopoly over my city. There is no competition to speak of.

They are able to raise prices and implement data caps because customers have no other company to switch to in Florida.

Please block Comcast from implementing these low data caps, they are just trying to take away even more money from paying customers.

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**Ticket: # 635638 - Data Caps**

**Date:** 11/4/2015 8:08:33 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast

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## **Description**

Comcast is continuing to push arbitrary, artificial data caps which serve no purpose other than to restrict internet usage (to keep TV subscribers, of course) and/or as a means of adding baseless cost to consumers to offset those cancelling TV subscriptions.

These data caps work like any other direct throttling, but by instead forcing the consumer to use their connection less else pay the price. While it won't directly restrict access to a particular site or service, it is squarely aimed at any service using a high overall volume of data, which is naturally streaming video and a direct competitor to Comcast. Regardless of the target, this is still set directly against the ideals of Net Neutrality.

Adding to the insult, for many users, the function to even see one's own usage doesn't work on Comcast's site, meaning the meter is enforced without any visibility to the end-user.

And of course, many subscribers have few or NO other viable choices in subscription thanks to Comcast's blatantly monopolistic involvement in local governments used to push out or remove competition.

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**Ticket: # 635660 - Comcast Data Caps**

**Date:** 11/4/2015 8:13:35 PM

**City/State/Zip:** Missoula, Montana 59801

**Company Complaining About:** Comcast

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## **Description**

Under the recent Net Neutrality acts, I find it hard to believe that Comcast can cap data on their customers the way they are. In many areas (including my own), Comcast is the only real high speed broadband provider, and capping their data on their customers is just wrong. I would like to see action taken against Comcast on this issue, and I know I am among many who have filed complaints against them for this infringement.

Comcast is neglecting their customers. I know many people who pay for their services, but don't get the services they are paying for. With the recent trend they are setting with data caps on their customers, the services we are paying for are getting even more limited, and I fear it is a slippery slope for them. They are not a fan of Net Neutrality, that much is obvious. However it is easy to see that they are capping their customer's data in an attack, or rather retribution, to lash out at the Net Neutrality Act. They are setting a precedent of increasing prices for customers for THE SAME services over the next months/years, all while capping off the data that people are paying for. As you know, they are capping the data at 300 GB, which is just low enough to punish video streaming using services such as Netflix or Hulu.

I, among others, would like to see action taken against this.

Thank you.

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**Ticket: # 635849 - Comcast Data caps**

**Date:** 11/4/2015 9:07:31 PM

**City/State/Zip:** Plantation, Florida 33322

**Company Complaining About:** Comcast

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## **Description**

It has been brought to my attention that Comcast has recently decided to implement a 300gb cap to my internet plan. I received ZERO notice of this, and the only reason I am aware is because I checked their test market list and found my own zip code in there. This is an outrageous way for them to trample all over net neutrality. It is BLATANT that they have only done this because their idea for internet fast lanes was shot down, so they found another way to hurt Netflix subscribers who stream data. They claim this allows users who "use less to pay less" but they have not lowered their prices, meaning those who use less pay the same. However those who use more are hit with overage charges, or are forced to pay even more to regain the plans we originally had to begin with, the unlimited one.

I attempted to contact Comcast directly with my complaint , and was met with a response telling me a local representative would contact me "within 24 hours". At the time of this complaint being filed, it has been SIX days, a total of 144 hours, and no response has been received. At four days I contacted them again, and have still heard no response. No attempt was made by Comcast to apologize, to reach out, or to compensate me for my time lost.

This confirms my hunch that not only is this not an attempt to provide "fair pricing and service", but it is them blatantly disregarding their customers in an attempt to chase profits. I would change service providers in a heartbeat if I had the option to switch to an unlimited provider. Unfortunately one of the residents of this household works from home and our only other local provider's connection is not compatible with their job's programs.

The fact that they, and myself on occasion, work from home, means that a portion of our now limited data is already being eaten up. As an online gamer as well, I occasionally make moderately sized downloads too.

I also noticed they did not start these bogus caps in California where Silicon Valley would have told them exactly how corrupt this is. The policies they have been adding one by one to their contracts do not match the minuscule increases of speed we get. We are being treated like dirt because most of us have no other options for providers. The bills go up ten times faster than our speeds.

If this complaint is forwarded to them, please ask that they contact me via e-mail at

(b) (6) as I cannot take phone calls on a regular basis due to my work. Please help us combat the blatant trampling of net neutrality that Comcast is imposing on us. The average consume should not be punished because Comcast has a vendetta with Netflix streamers.

And to any Comcast representative reading this: If these data caps persist, I will be switching to another provider the first possibly opportunity.

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**Ticket: # 635854 - Comcast Data Caps**

**Date:** 11/4/2015 9:08:52 PM

**City/State/Zip:** Cottonwood Heights, Utah 84121

**Company Complaining About:** Comcast

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## **Description**

I'm a Comcast customer and I see that Comcast is increasing the number of areas where they are limiting customers to 300 gigabytes per month or charging a \$35 monthly fee to remove the cap. I am not personally affected yet, but it's only a matter of time until it happens to me too.

This is absolutely ridiculous. I would cancel my service with Comcast to protest this behavior, but they are the only high speed provider in my area, so I am stuck with them. Please stick up for consumers and don't let Comcast advertise "unlimited" service when they're instituting monthly data caps and then offering to remove them for a recurring charge.

As more and more people become cord cutters and cancel cable tv service, Comcast will continue to impose more and more data caps and charges to offset their revenue losses. Please stop them.

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**Ticket: # 635866 - Comcast Corruption**

**Date:** 11/4/2015 9:13:03 PM

**City/State/Zip:** Urbana, Illinois 61802

**Company Complaining About:** Comcast

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## **Description**

<http://www.dslreports.com/shownews/Comcast-Dramatically-Expanding-Usage-Cap-Areas-December-1-135551>

Data caps are unethical and vastly unregulated. To allow them to restrict our access and ability to communicate with our loved ones and military members across the country and overseas is only a few of the concerns they pose. There are countless examples as to why Comcast is disturbingly manipulative with their stranglehold on a large population of America's internet users but to allow them to go any further without harsh repercussions is a failure on the FCC's part. Stand up for the citizens of the United States and do what is right, more people have fought and died in the last 10 years of war and come back home to a broken and troubled country, to add the monopoly of Comcast's corruption to the mix is just demoralizing. Please regulate or compromise the power they are abusing, I and my family beg you.

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[Ticket: # 635967 - Comcast internet caps](#)

**Date:** 11/4/2015 9:55:30 PM

**City/State/Zip:** Franklin, Tennessee 37067

**Company Complaining About:** Comcast

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## **Description**

It is unreasonable and unconscionable that Comcast and similar monopolistic ISP's continue to enforce Data Caps on consumers in a market that is constantly growing, expanding, and innovating to utilize higher density & faster data transfers for the good of the consumer AND society in general. In an economy that is progressing further and further towards the utilization of Web services for nearly all aspects of life, it is not just inequitable but downright immoral that these companies are continually allowed to engage in these practices.

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**Ticket: # 636037 - Comcast Data Strangleholds**

**Date:** 11/4/2015 10:24:06 PM

**City/State/Zip:** Shreveport, Louisiana 71104

**Company Complaining About:** Comcast

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**Description**

I wish to file a complaint in regards to Comcast relating to their implementation of data caps in my area.

The fact that in 2015, in the Information Age, citizens are being wrangled into forced data caps which limits their ability to acquire knowledge - is a joke.

300 GB is, of course, a substantial amount of data - for a 91 year old. For someone who is in their 20s-30s, it is barely operable. I, without trying, clear 500 GB a month - and I'm a person who processes all traffic through his network legally. I make sure that any video I download or stream is legally purchased through a service I am paying for - I don't torrent, I don't watch illegal streams. Yet, I still get penalized even though I behave as a law-abiding citizen.

Comcast is also implementing an 'unlimited data' option for \$35 more per month - which means I will have to pay an additional \$35/mo for the exact same service that I have right now which I pay \$50/mo for. That is a 70% increase in my price - for something that will not change the quality of service, and does not cause an inconvenience to Comcast. Comcast's servers aren't bogged down with traffic - if they were bogged down, the service would be slow. But the service isn't.

This is simply a money grab by a corrupt corporation to take advantage of it's customers and it's a disgrace to the country and it's citizens.

This is something that I feel passionately about, as much as I feel passionate about the Open Internet and Net Neutrality - unlimited access is not an extraneous cost - and living with such a marginal amount of data is surely not sustainable as a young professional adult.

I implore the FCC to intervene with Comcast's effect on it's customers and the citizens of the United States - if I could switch to another provider in my area, I absolutely would - but Comcast kicks out any competition. It's abysmal.

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**Ticket: # 636157 - Stop Comcast Data Caps**

**Date:** 11/4/2015 11:17:27 PM

**City/State/Zip:** Miami, Florida 33179

**Company Complaining About:** Comcast

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## **Description**

I find it disgusting that Comcast is placing these ridiculous unnecessary data caps. Data caps only serve to price gauge consumers when ever Comcast decides to offer unlimited service for a fee. They do this because they know most people don't have another competitor to go to. There are people that need services through internet, like the deaf. This data cap would deprive them of needed services because they would have to make the choice of paying more for a service they have always gotten without caps, or paying overage fees. Not only them, but other people who need internet are on fixed incomes and rely in services provided through internet calls. This it's only one example. This has to stop! Please do something about it.

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[Ticket: # 636244 - Comcast!?](#)

**Date:** 11/5/2015 12:00:58 AM

**City/State/Zip:** Parkland, Florida 33076

**Company Complaining About:** Comcast

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## **Description**

Comcast is really infringing on my ability to communicate. I live in a house with 5 people. 2 of us being College students and it's hard to do this with their data caps. They're pushing boundaries and it's the FCC's job to regulate. Not Comcasts. Their monopolizing off of their dirty ways.

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[Ticket: # 636301 - Internet usage data cap](#)

**Date:** 11/5/2015 12:30:43 AM

**City/State/Zip:** Renton, Washington 98059

**Company Complaining About:** Comcast

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## **Description**

Comcast is the only broadband internet options in my area. They are starting to roll out data caps in other markets and may soon implement data caps in my area. I believe these to be unfair business practices as a major aspects of internet traffic is from online ads, which will use up my data cap.

To make it worst, Comcast plans to implement an added fee to remove the data cap, essentially making my internet bill rise by 80%.

This letter of complaint is to prevent Comcast from implementing data caps, as well as encouraging more broadband options for the consumer.

Thank you.

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**Ticket: # 636315 - Data caps!**

**Date:** 11/5/2015 12:37:48 AM

**City/State/Zip:** Vancleave, Mississippi 39565

**Company Complaining About:** Cable One

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## **Description**

Cableone has data guidelines (data caps) and it is very frustrating. We have to limit our internet usage because if we go over 1 more time they will bump us up to the next plan which we can not afford. Make them get rid of or at least increase what we can, we can't even watch Netflix or anything similar in fear of going over our guideline.

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**Ticket: # 636318 - Comcast Data Caps**

**Date:** 11/5/2015 12:42:22 AM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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**Description**

These new data caps instituted by Comcast are a blatant violation of net neutrality. The idea of net neutrality is an open and available internet. This day and age I think we can all agree that access to an open and available internet without restriction is a basic and fundamental human right. By Comcast imposing limits on the amount that you can access it is limiting what we as consumers have access to and how we can live. 300gb or 10TB, there is no difference on Comcast's end, this is made clear by their willingness to eliminate the caps for some of those that complain and also make their own content not count towards the caps.

These caps are nothing more than a desperate act by a company that is hurting from the recent trend of cord cutters, getting away from the archaic ways of cable TV. By imposing these limits a company which already has a monopoly on many markets is simply trying to force the consumers hand into paying them more money for a product they have already had, or need to have to continue living their current lifestyle. Much in the same vain as a company raising the price of a prescription drug by 1000% once they buy the patent, this is blatant price gouging.

As a consumer we should be able to vote with our wallets, and a company like Comcast, with the monopolies it has, gives us ZERO options to do that and instead we are expected to just suck it up and pay them whatever they might deem appropriate.

Please look into this and stop a company from punishing and gouging so many of its customers simply because it can.

A concerned internet user,

(b) (6)

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[Ticket: # 636361 - Preemptive complaint against data caps](#)

**Date:** 11/5/2015 1:11:20 AM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

I see that Comcast is slowly expanding their data caps, which I believe is an unfair practice and seriously undermines the goals of net neutrality and having an open internet for all.

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[Ticket: # 636429 - Data caps are wrong!](#)

**Date:** 11/5/2015 2:10:40 AM

**City/State/Zip:** Port St Lucie, Florida 34952

**Company Complaining About:** Comcast

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## **Description**

Comcast is trialing data caps in my state. This is a way of raising my bill by \$35 to extort me into buying their TV service or paying to restore my unlimited usage. 300 Gigabytes is far too low, and is anti competitive to alternative TV sources. There are no other Internet providers in my area capable of speeds fast enough for me to work from home. Please help stop the spread of capped data.

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**Ticket: # 636437 - Complaint Against Comcast Data Caps**

**Date:** 11/5/2015 2:22:28 AM

**City/State/Zip:** Glen Ellyn, Illinois 60137

**Company Complaining About:** Comcast

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## **Description**

Hello,

Our family relies heavily on our internet connection, and where we are located, Comcast is the only viable option.

At our current usage rates, we will go over Comcast's newly expanded data caps. Please take action against Comcast.

Thank you!

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**Ticket: # 636537 - Xfinity - Data Cap**

**Date:** 11/5/2015 8:01:58 AM

**City/State/Zip:** Chattanooga, Tennessee 37405

**Company Complaining About:** Comcast

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## **Description**

Good Morning,

I have been a Comcast customer for many years now. I recently moved apartments and was given the opportunity to upgrade to the X1 system. Apparently that has 'locked' me into 2 year contract that I did NOT sign. To add insult to injury, I received an email the other day informing me of a 300GB Internet Cap as part of a 'trial market.' I was informed that I could continue to have unlimited for an ADDITIONAL 35.00 to my already 180+ bill. I have issues with this because if I'm under a 'contract' (that I did not sign) then how can they change the terms of the agreement by limiting me?

Additionally, this is only being rolled out in certain markets and only to 8% of the Chattanooga area. It just so happens that in my complex, the only options we have are Comcast so we aren't able to go to another ISP, I have asked my Complex to consider allowing EPB Fiber Optics. Doesn't the data cap violate net neutrality? And even if it does not, it's time that the FCC stands up to Comcast. They have been running rough-shot over customers for too long now and for me this is the straw that broke the camels back. I will only back down if they remove the cap. If they will not remove the cap, I want out of the non-existent contract and do not want to be charged fee's for leaving as they have changed our agreement.

I have tried to speak to Comcast but the results have been unfavorable. I was hung up on by two reps, one acted as if he couldn't 'hear' me until I asked for a manager in which case they miraculously could hear me. Additionally, I was transferred to a guy named Kumar who not only interrupted me and talked over me but told me that I was wrong. I said to him that I was a customer and that it was rude to speak to me that way, I was informed again that I did not know what I was talking about. I must admit that I lost my composure and let him have it.

This is all a ploy on Comcast's part to minimize streaming as their revenues have taken a hit due to Netflix/Hulu/Amazon/HBO Now etc... So in order to recoup, they are trying to enforce a limit and charge customers more for something that they already had. This is a technology driven world, our blueray players, tv's, phones, tablets, game consoles, some appliances etc... all need to be connected to wifi. It's almost impossible to not go over a 300 GB cap.

Although I know that you guys won't do anything other than fwd. my grievances to Comcast, I ask you to please take a step back and look at the big picture. Please FCC, I beg of you to help not only me but the rest of Americans who are or will soon be screwed by Comcast. We can't take them on without your help and assistance. We need you.

Thank you,

(b) (6)

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**Ticket: # 636591 - Data caps**

**Date:** 11/5/2015 9:06:50 AM

**City/State/Zip:** Lauderhill, Florida 33319

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam, I have internet only service from Comcast in the Miami area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Comcast argues that this will benefit customers by spreading fairness, but all plans regardless of speed have this 300GB cap. There is no price deductions or discounts for not using 300GB and this is just used as a cash grab for cable cord cutters. I am currently being forced to pay an extra \$30 a month for unlimited data. There has been no justification for these outrageous fees from Comcast.

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**Ticket: # 657293 - Major problems with Comcast billing and service****Date:** 11/15/2015 8:37:40 PM**City/State/Zip:** Athens, Georgia 30607**Company Complaining About:** Comcast

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**Description**

Comcast has been nothing but problems for myself and my household ever since I first got service with them, however I had no choice but to go along as I am forced to only be able to have comcast as my service provider. Monopolies are illegal, however, cable companies are freely allowed to circumvent that. We, as a people, are the ones who suffer from their greed. They make contracts with each other and zone the land just like counties and city limits...then, only one company per zone is available to get service from. You can call the other companies for service, but they will not let you have it and will tell you to go to the company who owns that zone. For example, my property and home sit on a road where both Comcast and Charter have lines. Yet, because of their self made contracts, Comcast is my only choice. This is a monopoly and this is not right. Comcast has now just gone too far and I can no longer sit quietly. I purchased a streaming device, because it offers way more value for a fraction of the cost. I choose, like so many others these days, to not be ripped off by cable companies...especially ones like Comcast who have consistently given me horrible service, bad attitudes, untruths, missed appointments, service outages, outrageous bills, etc... I called Comcast and cancelled by tv, phone, and internet bundle and asked for an internet plan only. The cost of this plan on their website was \$39.99 and it would go up to \$69.95 after 12 months. Of course, there are numerous fees and such, ranging from the wifi router rental at \$10.00/month, speed increases at increments of \$10.00/month, absurd fees in addition to taxes at about \$16.00/month... However, having no choice and still happy with my new streaming device, i overlooked all of Comcast's usual shady business tactics because it was worth it due to not only the savings from switching to the streaming device, but also due to the relief of switching to a company that doesn't lie, cheat and steal from you at every chance they get. Suddenly a few weeks later, I am notified that I am over my data cap limit and that I will now be subject to overage charges. Their website stated nothing about data caps, even when I clicked on their "details and more information" tabs where the fine print and plan rules and restrictions paragraphs are and no where was any mention about any data limit, cap, overage charges, etc... Also, the agent I was talking to when I was switching to the internet only plan never told me anything about any data limit or charges, and I am 71 years old so I ask constantly if there is anything else I need or other information to know or setup, because I do not know a lot about computers and internet....and still, the agent assured me everything was complete and ready to go. Then, after I call back about these overages on the data cap, I was routed through several different agents, transfer upon transfer and none of them being any more helpful than the one before...this went on for hours. Exhausted and frustrated, I began to think that my cell phone batter would die when finally an agent came back on and explained to me that I would have to switch to a plan that included cable tv in order to stay around the same price (a little bit more) that I was paying every month. Otherwise, she said I would incur overage charges and that my bill every month could be significantly higher. I said ok, since she said it was my only option and that I would have to spend much of my time watching the cable channels instead of using the internet to watch my streaming device. Well, right after, I discover that my new "bundle" plan has only 22 cable channels and the same internet with a cap. Its ridiculous. After all that, I find out from some friends about this whole Comcast ordeal and the public outrage and all these horror stories. They tell me about this whole comcast trial internet plan that is happening in 12 states, mine included....How Comcast secretly

restarted that plan on October 1st (11 days before I switched to internet only) because they had stopped previously due to problems or something else. They said that Comcast was exposed due to a leak of one of their memo's online. They also explained the program rules and showed me Comcast's website page where the program is explained....none of this was available anywhere on Comcast's website when I was looking at internet plans or when I spoke to any of their agents. Also, after reading the plan rules, I found out that Comcast has lied to me and tricked me into this cable bundle against my will. I am supposed to get a 3 month courtesy period where I don't have to pay overage charges for internet usage and how I can always get an "unlimited internet plan" with no data cap. The agents I spoke with told me that unlimited internet WAS NOT and HAD NEVER BEEN available in my whole entire STATE. She said there was no other option than the data cap internet plan, not even for businesses as business and residential service with Comcast is identical-not even being differentiated (I have come to find out that this is a lie, as well). I also found out that the lies about unlimited internet, this whole ridiculous internet cap trial and Comcast's coercion and horrible business tactics is all because of streaming devices and losing some cable customers to them. They still have those customers because internet is still needed, but they are doing whatever they must do (wrong or otherwise) to trick customers back into cable plans or squeeze every dollar they can out of them through data caps and overage charges. This cannot go on. This is wrong and if no one will get them under control or make them do whats right, then I should at least be allowed to have another company as an alternative. I shouldn't be forced to suffer Comcast when other companies are readily available JUST so Comcast and those other companies can make even MORE millions, while we consumers are drained dry.

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**Ticket: # 636601 - Usage caps**

**Date:** 11/5/2015 9:18:01 AM

**City/State/Zip:** Orlando, Florida 32825

**Company Complaining About:** Comcast

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## **Description**

Over the past few weeks I've heard more and more about Comcast's implementation of usage caps across the country. While not currently under these caps I'm fearful that it is only a matter of time before they are implemented in Orlando as well.. These caps are terrible for consumers as they stop some content companies from being competitive in the internet marketplace. When users are forced to be conscious of what data they use they will be less likely to freely visit streaming legal paid streaming sites like YouTube Red, Netflix, Hulu, and other paid sports streaming sites for fear of going over the cap and getting charged even more money (Comcast forces us to have an expensive internet plan by not offering a usable competitively priced plan. You can have 3mbits for 25 a month or 75mbits for 39. When most other companies in the area have a 10mbits for 19.99). All this to save a slumping TV market, trying to force customers back into buying overly expensive TV service just to keep watching the shows they want without fighting against a data cap. These anticompetitive effects also happen because in most areas (like mine) we are forced to have Comcast and don't have any other choice. So I couldn't find another provider even if I wanted to (and I do). Comcast's greed and fear of the future needs to be reigned in by the FCC before they put good business out by forcing customers to pick and choose what they want to use their allotted data on.

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[Ticket: # 636690 - ISP Data Caps](#)

**Date:** 11/5/2015 10:05:21 AM

**City/State/Zip:** Bourne, Massachusetts 02532

**Company Complaining About:** Comcast

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## **Description**

The recent findings that Comcast is going forward to enforce data caps on internet usage is appalling. How can this be allowed? Say if we go over the "Cap" we have to pay per gb we go over, and if we want unlimited data which as of right now we do, we have to pay them to remove the cap "they" enforced. 300gb is not a lot of data for a family of four in 2015. What gives them the right to enforce this. Please FCC, this is crazy.

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[Ticket: # 636622 - Unfair data caps](#)

**Date:** 11/5/2015 9:28:49 AM

**City/State/Zip:** Powder Springs, Georgia 30127

**Company Complaining About:** Comcast

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## **Description**

For the last 6 months, Comcast has been telling me my data usage has continued to see excessive growth when no new methods of data usage have been implemented in my household. I have always hovered around 50% of the 300 GB data cap which they call a "trial". I did not volunteer for this "trial" and last month my usage exceeded the 300 GB for the 1st time ever. I am now having to consider adding an additional \$35 per month for their Unlimited Data usage. I find these data caps to be absurd and preventing me, an often remote VPN sysadmin, from effectively doing my work from home. I've now had to increase my data speeds as well increasing my bill another \$22 per month. They also added TV which I did not ask for as I do not have one of their receiver for TV.

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[Ticket: # 636776 - Comcast data caps](#)

**Date:** 11/5/2015 10:43:16 AM

**City/State/Zip:** Carlisle, Pennsylvania 17015

**Company Complaining About:** Centurylink

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## **Description**

Comcast is enacting data caps of 300 gigs, while this might seem like a lot it is not when someone streams shows or programs over the Internet, Downloads games, or needs to use video for conferencing. An Xbox one game is between 60-70 gigs it's self. Buying two games alone would take up half of your monthly limit. This is unfair, I do not use Comcast but I wonder if this kind of capping will spread to my ISP and others. Please stop this before it spreads.

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[Ticket: # 637552 - Comcast Data Capping](#)

**Date:** 11/5/2015 2:20:02 PM

**City/State/Zip:** North Aurora, Illinois 60542

**Company Complaining About:** Comcast

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## **Description**

Comcast is planning to roll out a 300GB data plan for specific markets in the United States and, possibly, for the rest of their service areas. We can't let this happen -- this is only a way to combat people streaming video (Netflix competes with Comcast for TV and movie viewership). To keep a free and open internet, we need to oppose data caps like these.

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**Ticket: # 637575 - Comcast Data Cap**

**Date:** 11/5/2015 2:25:45 PM

**City/State/Zip:** Clovis, California 93619

**Company Complaining About:** Comcast

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**Description**

Comcast's monopoly has become a serious issue, and it is starting to adversely effect their customers, and with minimal options, I don't have the ability to move to a more competent ISP.

Their new data caps are just a system to charge higher prices for the services they already provide. As someone who has limited options when it comes to ISPs, I feel some kind of government intervention is essential.

They seem to be putting this data cap in place specifically to deter people from streaming movies and TV show, since their competitors, such as Hulu and Netflix, rely on such things. This could cause the Comcast monopoly to become even stronger.

As the rest of the world continues to increase internet speeds, increase internet availability, and decrease their prices, the United States potentially takes a large steps backwards.

300GB is a low limit for many households. And as the future of the internet progresses, it will become more and more restrictive. In my opinion, no data caps should be in place, but I can see where a company might see them as necessary. If they do exist, it should not cause fees to be incurred by the normal user, it should only target those who are abusing their internet access.

Please help to stop Comcast's monopoly, or at the very least prevent them from ruining the internet going experience for tens-of-millions across the United States.

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**Ticket: # 637577 - Wave Broadband - Data caps**

**Date:** 11/5/2015 2:26:04 PM

**City/State/Zip:** Seattle, Washington 98108

**Company Complaining About:** Wave Broadband

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## **Description**

Wave Broadband in Seattle WA, has set forth data caps based on the level of service you have. Let's call it Slow, Medium, and Fast. Respectively, there is a monthly datacap of 100GB, 200GB, and 300GB, based on the speed tier you're signed up for.

Overages over this, result in additional charges.

Their process of data caps, prevents others including myself from completely removing general cable television access, and using streaming services instead. I have specific viewing habits that are served almost entirely via streaming services like Sling TV, NetFlix, Amazon, etc. Swapping to these streaming services, and not using basic cable, results in data overages, which amount to paying penalties roughly the cost of basic cable. This amounts to in my opinion, a complete disregard for an open internet. Since losing revenue on cable access, they make up for it in overage charges and fees.

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[Ticket: # 637749 - Comcast Data Caps](#)

**Date:** 11/5/2015 3:17:01 PM

**City/State/Zip:** Arlington, Massachusetts 02474

**Company Complaining About:** Comcast

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### **Description**

Comcast has data caps on on their cable service. Total bs. This should be illegal.

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**Ticket: # 637789 - Comcast Data Caps**

**Date:** 11/5/2015 3:26:08 PM

**City/State/Zip:** Ledyard, Connecticut 06339

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam,

I have internet only service from Comcast in the Southeastern Connecticut area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10 at several locations and is expanding the area in which this is in effect. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix would accrue against the 300GB limit that is likely to come into effect in my area? I am worried this limitation will come to my area and feel it is unfair and unjust especially in a market with NO competition and attempts to bring competition are easily shut down by the residing ISP.

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**Ticket: # 641590 - Comcast Data Cap**

**Date:** 11/6/2015 3:58:17 PM

**City/State/Zip:** Oakland Park, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

To Whom This May Concern,

Recently Comcast instituted data caps in my market (300GB). As a consumer who doesn't have TV service but instead uses alternatives such as iTunes, Netflix, Youtube, etc... it makes it increasingly difficult to not be charged additional fees for regular usage. There is no competition in my market so as a consumer if I desire broadband speeds I'm forced to select Comcast. I don't understand why prior to this I was unlimited and how if I wish to continue to be unlimited I have to pay an additional \$30 dollars a month. This is a clear money grabbing scenario from a company that is out of touch with consumers. It is a clear monopoly and one that needs to be regulated or broken up.

In addition to the issues I mention above, the additional \$10 charges are automatic. I am unaware of any means to have them not charge me additional amounts unless I continuously check the usage meter, especially towards month end. As a further flagrant disregard for consumer's welfare the usage meter indicates it may take 24 hours to update, which puts the consumer at a huge disadvantage for avoiding additional charges.

I would appreciate the FCC investigating and reviewing Comcast's practices in my area as I view this as an attack on the Open Internet. Comcast is attempting to force consumers into costly pay TV packages while putting other services such as Netflix, iTunes, and Youtube at a disadvantage. With no competition in my area as a consumer I'm forced to use them and I'm at the mercy of their out of touch, unethical, and possibly illegal policies.

I appreciate your review of this matter.

Sincerely,

(b) (6)

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[Ticket: # 638342 - Suddenlink data caps](#)

**Date:** 11/5/2015 5:31:55 PM

**City/State/Zip:** Greenville, North Carolina 27858

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink in Greenville, NC imposes low data caps on its customers in an attempt to limit the use of cable alternatives, such as Netflix, Youtube, Hulu, etc. While they have recently increased the speeds, they have kept very low data caps and impose large fees for those who exceed these limits. The company also states that 1% of customers exceed these limits, but this is not true. Maybe it was true 10+ years ago. Most people I know at least periodically exceed the limits, or have to stop using the internet altogether until the next month.

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[Ticket: # 638393 - Comcast data cap complaint.](#)

**Date:** 11/5/2015 5:49:13 PM

**City/State/Zip:** White House, Tennessee 37188

**Company Complaining About:** Comcast

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## **Description**

Comcast is, I believe, unfairly imposing data usage limits on my home internet connection which wasn't in place when I signed up for a network connection.

The only competition to Comcast in my market is AT&T uverse, which I have learned has a lower data cap than Comcasts.

I have to now keep a close eye on the "Usage Meter" for my home internet connection in case one of my guests or someone in my family happens to use the internet beyond my budgeted connection.

Besides the fact that they are holding my home connection to a limit based on no real supply constraint, the usage meter that I need to check close to the end of each month constantly changes url, sometimes doesn't work ("not available at this time"), and it's location to access from the comcast.net website is arbitrary at best.

I believe that these practices are unfair to users and an abuse of their duopoly in my local market. Internet should not be a rationed good, for it's supply is not constrained.

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[Ticket: # 638443 - data caps](#)

**Date:** 11/5/2015 6:04:41 PM

**City/State/Zip:** Palatka, Florida 32177

**Company Complaining About:** Comcast

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## **Description**

Comcast is in the process of unilaterally expanding unfair data practices throughout the entire country. Cable data caps of 300 GB/month are squarely aimed at cord-cutters like myself, and leave those unfortunate enough to live within Comcast's monopoly zones to pay large fees for using reasonable amounts of data.

If Comcast is allowed to continue this anti-consumer practice, it will encourage other major internet service providers like mine to do the same. Please immediately ban the practice of data usage fees for hard-wire internet immediately, and penalize Comcast for abusing it's monopoly to undermine consumer interests.

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**Ticket: # 638453 - Comcast Data Caps**

**Date:** 11/5/2015 6:09:43 PM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Limited options in my market for broadband internet makes it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Recent documents have come to light about Comcast's data caps, including that they are not intended to maintain network congestion. The documents also claim that the data caps are not a 'limit' on internet usage, but provide an 'unlimited' option for customers at an additional fee. If the data caps are not a 'limit', how can there be an 'unlimited' plan?

Further, Comcast repeatedly mentions Netflix by name in the document as a service customers may have complaints against. This clearly shows that Comcast's data caps are directly aimed at companies that rival its core business of television media. Comcast is exploiting its position as a monopoly to take funds from its growing internet business to price competitors out of the market and force users to ration their data, making over-the-top services like Netflix poor quality compared to Comcast's Cable Television service, which is not beholden to data caps. Comcast is using its monopoly profits in Internet services to engage in even more monopolistic practices.

Please save the future of internet in this country, and abolish the practice of draconian data caps like Comcast is enforcing on its users.

Regards,

(b) (6)

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**Ticket: # 642485 - Data Cap, Billing, Where does it end.**

**Date:** 11/6/2015 10:05:23 PM

**City/State/Zip:** Little Rock, Arkansas 72202

**Company Complaining About:** Comcast

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## **Description**

Have been with comcast for about a year now have had countless billing issues comcast will do anything they can to avoid issuing a credit have gone without service TWICE now first time gave up on ever getting it credited and fixed this time we are still trying to get it fixed but here is that situation: We moved across the parking lot on 09/12/2015 same complex different apartment number nothing else changed but the request to move my services put in on 09/10/2015 was not completed I called at least 6 times since then and only on 11/14/2015 my service got kind of moved, first it was just internet that was moved at the wrong speed, then we got all the rest move but my pricing(which was guaranteed not to increase) is no longer available and if I want my same services I have to pay EIGHTY dollars more... wtf all I did was move a hundred feet still trying to get that fixed.

On to issue two, I get an email today saying a data cap of 300 GB will be enforced as on 12/1/2015, netflix streaming(remember that whole net neutrality thing?) uses roughly 3GB/hour, Xbox Live online gaming uses roughly 15 GB/hour so what they are OBVIOUSLY trying to do is stop us from streaming TV to pay for their crappy channels(which I actually do because the bundle pricing I had made it cheaper than internet alone) but thats obviously what they are doing because you wouldn't allow them to throttle traffic to netflix, hulu, ETC... but my average and by doing a twitter pole 64% of people who have home internet average around 500 GB/mo I average around 700 GB/mo meaning an 80.00 increase if I add in the overages or ANOTHER 35.00 increase if I ask for unlimited bringing my grand total to 241 vs 99.99 before tax more than a 100% price increase how is that okay? I see they made a new website that was a business choice but as far as infrastructure or the cost to provide me the service comcast engineers have already said publicly they didnt have a need for and it wasn't for infrastructure reasoning in our own country and others(source:<https://www.newamerica.org/oti/the-cost-of-connectivity-2014/>) get ten times the speed I do for a QUARTER or less of the price, we are supposed to be a first world country why do we pay so much more for internet while companies like comcast and verizon continue to post more and more revenue and comcast provides the WORST customer service of any company in america year after year something needs to be done comcast shouldn't be allowed to just rake in money that they clearly don't need(if other providers can provide better service at lower cost so clearly its your business model or the salary structure of the executives driving cost up) just because they want to.

Finally, we come to monopolies, in nearly every city in america there is only ONE cable provider and maybe a DSL provider the DSP provider shouldn't count as competition because the speeds do NOT compare at all 40mbps max vs 1gbps max and the prices come nowhere close to each other why are cable companies allowed to monopolize cities and hold customers hostage because if we want decent speed we have to stick with that company no matter how bad the customer service or service being rendered is. If the problem is cities charging too much to franchise the cities need to be forced to be more consumer minded we don't want monopolies every market should have two providers or more not one sole real provider.

Their calculator and usage monitor are both WAY incorrect I can take all of my devices each of which tracks monthly wifi connectivity usage add it up and it comes to 575, xfinity says I used 700, if I plug in exactly what I do to their calculator it says I will only use 143 GB in a month, my router is secured the clients on the network are all accounted for and the SNMP server on my router reports 573.2 GBPs up and down in the same month comcast reports 700 if they can't even measure usage how can they meter it.

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**Ticket: # 638598 - Comcast Data Caps**

**Date:** 11/5/2015 6:41:37 PM

**City/State/Zip:** Miami, Florida 33193

**Company Complaining About:** Comcast

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## **Description**

COMCAST recently instituted a data cap from the previous unlimited to 300GB. There was no previous issue with having unlimited data - since the beginning of the internet we've had no limit and the internet has flourished because of it.

This caps limits my family's ability to learn online (most school are going online-only) and these caps place an unnecessary burden in the future of our kids.

More over, these caps came while under contract that I had with Comcast.

This would NOT be a problem unless there was competition, but Comcast has a monopoly.

Please save us.

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**Ticket: # 638609 - Comcast Data Caps**

**Date:** 11/5/2015 6:43:20 PM

**City/State/Zip:** Denver, Colorado 80209

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

Recent Comcast has plans to begin enforcing a 300Gb data cap on a large part of its customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. In my area (which is not currently covered by a cap) only a single other internet provider is available, disregarding the fact that Comcast has me locked into a contract for a year giving me no recourse against these caps if they are implemented in my service area.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 638617 - Comcast instituting Data Caps on Broadband**

**Date:** 11/5/2015 6:45:07 PM

**City/State/Zip:** Palatine, Illinois 60067

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast has recently announced plans to begin enforcing a 300Gb data cap on a large part of it's customer base. I find this change extremely concerning as bandwidth is not a scarce resource that needs to be limited. Limiting bandwidth in this way affects how users will utilize the internet. Natural monopolies, limited options, and questionably-legal contracts make it difficult or impossible for myself and many others to reasonably switch to another high speed internet provider.

I'm asking you to do everything in your power to put an end to bandwidth caps. As we've seen with cell phone data, once data caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. Data bandwidth is not scarce!

Best Regards,

(b) (6)

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**Ticket: # 638968 - Comcast Data Caps**

**Date:** 11/5/2015 8:02:24 PM

**City/State/Zip:** Highland Park, California 90042

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

In my current neighborhood we only have two options for internet and this will drastically decrease the quality of my life.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639028 - Comcast Greed ruining the internet**

**Date:** 11/5/2015 8:14:39 PM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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## **Description**

Please see 6 attached documents from recently leaked Comcast internal documentation. Page 3 includes and "Do's and Dont's" which proves that Comcast's data cap they are rolling out across the country is about greed and limiting peoples access to the internet, and not congestion.

I only have 2 options for internet, ATT and Comcast. ATT has a 250GB Data cap, and if Comcast introduces a data cap in my area I will have to significantly alter my life as I use more than 300GB per month, and I will not be able to afford the increase in cost (Despite Comcast already getting over 95% profit margin on internet services)

I will have to move home just to live my life as I currently do, to somewhere with access to other providers which I currently do not. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

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[Ticket: # 639034 - Data Cap](#)

**Date:** 11/5/2015 8:16:38 PM

**City/State/Zip:** Terryville, Connecticut 06786

**Company Complaining About:** Comcast

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## **Description**

Comcast/Xfinity is starting to enforce a 250gb data cap that was NOT listed on our contact. It currently has not affect us, but it may soon. Many people go over a 250gb data cap, and from my research many go over 800gb if you are in to gaming or streaming. Personally I use about 300gb a month.

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**Ticket: # 639074 - net neutrality /open internet practices**

**Date:** 11/5/2015 8:31:09 PM

**City/State/Zip:** Mineral Wells, Texas 76067

**Company Complaining About:** Sudden Link

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## **Description**

my account was opened on aug 11th 2014. at the time that i signed up, i was not informed of any data limits on my plan. when i spoke to the customer care representative who opened my account, i asked the question "will my account be unlimited?". the answer was yes. at that time, the customer account overview of the suddenlink website made no mention of any kind of pricing plan, and there was no details mentioned of a pricing plan on any of my bills, only my current speed. even the data plan page of the suddenlink website does not mention prices. i was never informed that the suddenlink website was changed until i recieved my first warning that i was approaching my data plan limit that i didnt know i had. suddenlink made little to no effort to inform customers that data plans had been put into place. said data plans are also too small considering all the online media entertainment sources of today (xbox, playstation, netflix, ect ect) i was recently forced to pay for a higher speed just so i would not go over my data limit. my data limit went from 250GB per month to 350GB per month. i have 5 devices and a computer that run off our internet, plus my wife's laptop from work. my wife and i both use it for work. plus my wife, son and i all use it for netflix, youtube, and various other online media. these data caps force me to not use websites like netflix or youtube just so i will stay under my data limit. i have had a netflix subscription since before suddenlink had data limits, as well as xbox live. i pay to be able to watch what i want to watch, but i cant do that since the data limits are preventing me from using it just to keep under our data limit. this is a possible net neutrality issue, a possible antitrust issue. suddenlink has also had possible open internet issues. their daily usage meter will only display the current month. this has been reported at least twice to Dawn, a corporate customer care representative, and several times on suddenlink social media pages. their usage meters are not consistent or reliable. i have unplugged my router from the modem and unplugged the modem from the wall for a whole day and still had usage recorded. suddenlink claims that the data limits are for quality control reasons, like congestion, but then they offer to give you a higher speed with a higher data limit for more money. this is in direct contradiction to their reasons for quality control and calls into question their business practices.

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**Ticket: # 639168 - Comcast Data Cap**

**Date:** 11/5/2015 8:52:52 PM

**City/State/Zip:** Danbury, Connecticut 06810

**Company Complaining About:** Comcast

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**Description**

I contacted Comcast about the data caps and they responded via email to me with this.

"We appreciate your business and value you as a customer. It is our goal to deliver a superior customer experience each and every time. Upon reviewing your account I did see that the plan that you have includes 250 GB. Your Internet data usage is estimated to be around 450 GB per month for the last three months. In your service area there has not been a cap placed on your data usage at this time."

When i signed up for the service there was no mention of any data caps, regardless if they were enforcing them or not. If they are going to enforce data caps I should expect speeds closer to what they are marketing but they can't even do that. Regularly I see speeds speeds between 40-70Mbps max and my plan is marketed at 150.

If they expect me to pay more for using more I expect them to charge less for me taking less data then.

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[Ticket: # 639272 - comcast announcing data caps on broadband](#)

**Date:** 11/5/2015 9:25:14 PM

**City/State/Zip:** Hoffman Estates, Illinois 60169

**Company Complaining About:** Comcast

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## Description

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I would love to more than 1 cable broadband option in my area but the only other providers use cellular data service which have slow speeds and data caps. Unfortunately, I don't have the luxury due to the monopolistic nature that is comcast.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

(b) (6)

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**Ticket: # 639280 - Comcast ISP data caps**

**Date:** 11/5/2015 9:26:32 PM

**City/State/Zip:** Centerville, Massachusetts 02632

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider, especially where I live on Cape Cod.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639322 - Comcast Data Caps**

**Date:** 11/5/2015 9:37:10 PM

**City/State/Zip:** Normal, Illinois 61761

**Company Complaining About:** Comcast

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## **Description**

Reading the news today, I saw a story that Comcast is extending their data usage trials to more areas. In short, the data usage trials put a low cap of 300GB on residential internet, and charge customers \$10 per 50GB in overage fees.

This concerns me as a Comcast customer. I am not currently in an area that is affected by the cap, but at the rate of the trial expansion, I fear I may soon be. I do not subscribe to cable television and receive all my video through streaming media. I also download video games from Steam, which can add up to the 300GB cap by just downloading around 5 games. If the cap is imposed in my area, my household will have to change online video and gaming habits in order to avoid the cap. I do not have any other options for ISPs as Comcast is the only provider in my area that meets the FCC definition of broadband.

This practice by Comcast appears like a direct response to recoup money from cord-cutters like me that are getting their media through streaming video instead of cable television. The digital economy is taking off and with low data caps I fear the impact on innovation this practice can cause in the digital market. If placed under the cap, me and many other consumers would have to purchase less digital media online to avoid the cap, thus putting less money into the economy.

Please investigate this should-be illegal practice by Comcast and protect the future of innovation in the digital market.

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[Ticket: # 639404 - Comcast's greed and monopoly has led to this.](#)

**Date:** 11/5/2015 10:02:58 PM

**City/State/Zip:** Kingston, New Hampshire 03848

**Company Complaining About:** Comcast

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## Description

Dear FCC,

I am a business owner, web developer, and ham radio enthusiast. I have a great deal of respect for the FCC. Unfortunately, I am also a Comcast customer. I certainly wouldn't be, except for the fact that they have a monopoly in my area.

As I'm sure you are aware, Comcast recently announced plans to begin enforcing a 300GB data cap on a significant part of its customer base (and they have internal plans to implement it nationwide). I find this change extremely concerning. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. However, unlike cell data & regardless of official classifications, home Internet is a utility now. It is a necessary and integral part of the majority of our lives. It should be treated as such. This company is out of control. If you do the math, you will realize they are profiting from ridiculously high margins.

Thank you for reading,  
Respectfully,

(b) (6)

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**Ticket: # 639467 - Comcast data caps**

**Date:** 11/5/2015 10:17:02 PM

**City/State/Zip:** Key Largo, Florida 33037

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

While calling in, I was told that they were doing this because it would only affect the top 5% of their users, which I suspect to be false, as I routinely need 2-3 times that amount for basic entertainment because I don't want to pay for their atrocious cable bundles for only a few channels I actually want, and know many people who use the same. This is clearly a money grab that will ultimately harm the open nature of the internet. I don't have the money to be taking an additional \$30 a month every time the only company offering reasonable speed service in my area decides to add extra fees, and in my high cost of living area this is hurting everybody. I had to call and reduce my speed amount, which I should never need to do, in order to keep my bill manageable, and the only people who would do it made me go through over 5 transfers to various departments where they told me they couldn't help me before the cancellation department finally did when I was ready to give up and use AT&T, and again I note that they were only willing to do this by adding the fee and reducing my speed, which hampers my family's ability to use their various devices at the same time without dropping connections, which happens on a regular nightly basis and hasn't improved in the years I've used their service on various accounts, and I've altogether given up complaining to them about.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

(b) (6)

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[Ticket: # 639454 - Data caps on home internet.](#)

**Date:** 11/5/2015 10:12:37 PM

**City/State/Zip:** Little Rock, Arkansas 72201

**Company Complaining About:** Comcast

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## **Description**

There is not justifiable reason for Comcast to implement data caps on home internet. Please step in and stop this monopoly from starting the data caps. Thank you.

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[Ticket: # 639495 - Comcast Data Caps](#)

**Date:** 11/5/2015 10:27:44 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

Dear FCC Representative,

I think the data cap that Comcast is rolling out in the monopoly ridden sector (especially SE USA) is unfair for the consumers who only have one choice for their ISP.

Simply, it's bullshit they have to pay more because they are forced to be contracted with a stupid cap.

(b)

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**Ticket: # 639572 - Comcast**

**Date:** 11/5/2015 11:06:37 PM

**City/State/Zip:** Yulee, Florida 32097

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639617 - Comcast Data Caps**

**Date:** 11/5/2015 11:26:00 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15213

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6) [REDACTED]

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**Ticket: # 639620 - Please prevent data caps**

**Date:** 11/5/2015 11:26:27 PM

**City/State/Zip:** Linden, Michigan 48451

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast is beginning to implement 300 GB internet data caps. With the internet becoming more and more important in peoples live is it vital that access to the internet be preserved. The internet is no longer simply a luxury, it is vital in millions of american lives, connecting people to their work and family. Data caps are a fundamental threat to the openness and accessibility of the internet. Please don't allow Comcast to erode access to the internet. Please do not allow data caps. Thank you for your time.

(b) (6)

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**Ticket: # 639676 - Comcast 300gb data then \$10/50gb**

**Date:** 11/5/2015 11:41:56 PM

**City/State/Zip:** Virginia Beach, Virginia 23454

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 639678 - Comcast Data Caps Gray/Johnson City TN**

**Date:** 11/5/2015 11:42:22 PM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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### **Description**

Comcast has rolled out data caps (they are calling it a "Data usage plan") in my market, Gray / Johnson City TN. For the same unlimited service customers enjoyed yesterday, they are now expected to pay \$35 on top of the already insanely marked up rates for Comcast Internet service.

No other provider offers broadband in Comcast's footprint here. CenturyLink hits 10mbps if you are somehow lucky enough to be within 100ft of their building, but that still isn't even broadband.

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**Ticket: # 639679 - Comcast Data Cap Concerns**

**Date:** 11/5/2015 11:42:24 PM

**City/State/Zip:** Lansing, Michigan 48837

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639774 - Internet Data Caps**

**Date:** 11/6/2015 12:27:08 AM

**City/State/Zip:** Clive, Iowa 50325

**Company Complaining About:** Mediacom

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 639876 - Comcast Data Cap**

**Date:** 11/6/2015 1:23:57 AM

**City/State/Zip:** Blacksburg, Virginia 24060

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's consumer base. I find this concerning as if it hits in my area, I have no choice to change to another provider. As a student and researcher, I am constantly uploading and downloading pictures and large sets of data from home. For me, the internet is not a luxury but a critical part of my livelihood. If these caps come in my area, my job will become a lot harder and much more limited. I'm asking you to do everything in your power to stop this trend before it stops.

Regards,

(b) (6)

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[Ticket: # 639885 - Concern regarding net neutrality](#)

**Date:** 11/6/2015 1:30:24 AM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Comcast

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## Description

Dear FCC,

Comcast has announced plans to enforce 300GB data caps on their broadband customers. This presents itself as a problem in multiple fronts.

First and foremost, the FCC defines broadband service as consisting of 25Mb/s (3.125 MB/s). While Comcast is advertising these as monthly broadband plans, the truth is that at minimum broadband speeds a customer will hit the data cap in 26 hours and 40 minutes.

$3.125\text{MB/s} * 60 \text{ s/min} * 60 \text{ min/hr} * 24 \text{ hours} = 270 \text{ GB (90\% of the Datacap)}$ .

Second, this move towards datacaps directly affects Comcast's competition. Comcast and other providers are losing TV customers (so called cord-cutters) to internet services such as Netflix, Hulu, and Amazon. These caps will directly interfere with customers abilities to enjoy these services without having to pay Comcast extra each month.

Nielsen has identified that average American household consumes over 4 hours of TV per day. According to recent surveys, 77% of US households own an HD TV. An hour of HD streaming uses up to 3GB of data. This means that the average american household obtaining their TV service via the internet would be expected to use 360GB of data in a month. This does not include data used for other services (game delivery, music services, online storage and backup, video conferencing, etc).

These caps are designed to affect cord-cutters directly by ensuring that even normal TV viewing will ensure multiple overage charges.

Comcast cannot say it is delivering a monthly broadband service as defined by the FCC when a customer may incur overages on day 2. Comcast may not claim that these caps will not affect its customers when it is obvious it will gravely affect those that use internet services, especially those that compete with Comcast. As it is Comcast is a local monopoly in many markets for internet service and they are punishing customers that seek internet based competitors via arbitrary limits on their "broadband" service.

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**Ticket: # 639962 - comcast data caps**

**Date:** 11/6/2015 2:32:12 AM

**City/State/Zip:** Newark, Delaware 19702

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b)

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**Ticket: # 639921 - Comcast data capping**

**Date:** 11/6/2015 1:53:00 AM

**City/State/Zip:** Monroe, Louisiana 71201

**Company Complaining About:** Comcast

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## **Description**

Comcast has raised my bill in the past without asking me. My internet speeds were "upgraded" from 25 mb down to 50 mb down. Because of this my rates jumped 15 dollars a month, which I did not find out about until the following month (during this time I experienced no noticeable difference in quality or reliability of service). I called them and told them to cut off the services I didn't ask for and to remove the charges for those services. They then took care of this and upon my request, took my credit card information for autopay. Whoever took my credit card information didn't log it with the system properly and for 3 months I silently racked up late fees. I ended up paying for these fees so I wouldn't lose service and I had another fee on this month's bill for re-activating my service, which I had already paid for once more than I should have the previous month!

I was called today (11/05/2015) by a comcast rep in Georgia trying to sell me internet and cable bundles. The exchange began with a series of unnecessary questions about how I use my data (do I stream, download games, watch netflix (they specifically mentioned netflix), etc). It is my sincere belief that they are gathering statistics about their users in order to single out and target "cord cutters". If they can identify their test markets with many netflix and or other streaming service users they can more effectively apply their caps and maximize their profits.

I live in West Monroe, LA, which is one of Comcast's test zones for data caps. I have not personally been affected by these data caps (yet) but if it's anything like their customer service it's going to be unpleasant. I wish to file a formal complaint about this company about their data capping (also known as "fair use" practices) which are anti streaming service (netflix, amazon prime, etc) and anti consumer. This is a strategy designed solely to coerce already captive customers (I have no other isps in my area offering comparable speeds and I'm sure I'm not the only one) back into buying cable tv subscriptions to avoid overage fees for "high" data use stemming from using streaming services.

In light of the recently leaked documents about the data caps ([https://www.reddit.com/r/technology/comments/3rnfnm/leak\\_of\\_comcast\\_documents\\_detailing\\_the\\_coming/](https://www.reddit.com/r/technology/comments/3rnfnm/leak_of_comcast_documents_detailing_the_coming/)) I wish to file a complaint.

Call it net neutrality, call it billing issues, call it whatever you want. I'm tired of Comcast and I'm complaining about their awful business practices. It is my sincerest wish that they get reigned in before they're allowed to get any worse. If they weren't my only real choice (to my knowledge nobody else offers anything over 6 mbs besides them) for internet in my area they wouldn't have my business to begin with.

Attached are the leaked documents about Comcast. They need to be stopped.

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**Ticket: # 639967 - Net Neutrality**

**Date:** 11/6/2015 2:37:42 AM

**City/State/Zip:** Irvine, California 92618

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640014 - Comcast**

**Date:** 11/6/2015 4:06:43 AM

**City/State/Zip:** Sterling Hts, Michigan 48310

**Company Complaining About:** Comcast

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## **Description**

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

(b) (6) [REDACTED]

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**Ticket: # 640117 - Comcast Data Caps**

**Date:** 11/6/2015 8:42:58 AM

**City/State/Zip:** Hialeah, Florida 33013

**Company Complaining About:** Comcast

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## **Description**

I feel that Comcast is being anti-consumer by imposing these data caps for internet. I feel it is an anti-competitive move to prevent people from streaming tv and movie content rather than pay for a cable service. What's worse is that in my area, the ONLY provider for high speed internet is Comcast. I also feel that Comcast is wildly inaccurate in their data usage measuring. They claimed I consumed 65gbs of data in a span of four days, where, by their own data calculating tools, say that ONE HUNDRED one hour HD tv shows will only consume 71gbs. I have not even seen a quarter of that figure to match my supposed high usage.

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**Ticket: # 640203 - Comcast Data Caps**

**Date:** 11/6/2015 9:41:17 AM

**City/State/Zip:** Ooltewah, Tennessee 37363

**Company Complaining About:** Comcast

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## **Description**

Comcast is the main provider in my area and they just emailed me and informed me that they are instituting data caps and overage fees for my account. I'm requesting that the FCC step in and restrict this behavior. The main consumption of our broadband comes from streaming video sites such as Netflix, Hulu and Amazon. Our data usage is very close to the 300GB that Comcast is allowing. If our household watches 3 hours of streaming HD video per day at 3GB per hour, then that alone puts our usage at 270GB per month. Netflix offers companies such as Comcast the ability to host the majority of their streaming content at an edge location in Comcast's facility (<https://openconnect.netflix.com/>). I am not aware if Comcast takes advantage of this opportunity, but if they do then the cost of serving up these videos should be greatly reduced. I am requesting that the FCC evaluate Comcast's actions and step in and prevent them from placing data caps on their customers.

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[Ticket: # 640224 - Comcast data cap](#)

**Date:** 11/6/2015 9:48:52 AM

**City/State/Zip:** Torrington, Connecticut 06790

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

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**Ticket: # 640323 - Comcast Data Cap South Florida****Date:** 11/6/2015 10:26:56 AM**City/State/Zip:** Opa Locka, Florida 33054**Company Complaining About:** Comcast

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**Description**

Comcast has put me in a plan with a 300GB data cap that forces me to pay an additional \$30 a month to avoid \$10/50GB auto add on bandwidth allowance. I use plenty of data due to streaming HULU and NETFLIX since I want to avoid paying astronomical prices for cable in my area. Instead now I'm being penalized with an additional fee for not using "normal means" for TV entertainment consumption. Received little notice in advance of the change, and the specifics were not clear. It wasn't until 6 days into my monthly cycle, did I get a "pop up" on my phone's browser informing me of a new data cap and how I had reached my 300GB limit.

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**Ticket: # 640379 - Comcast**

**Date:** 11/6/2015 10:44:21 AM

**City/State/Zip:** Indianapolis, Indiana 46239

**Company Complaining About:** Comcast

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## **Description**

As a Comcast customer, I very upset that my cable provider is doing nothing but trying to harm their customers. Recently it has been announced that Comcast will begin rolling out data caps on it's customers. And then on top of that after taking away unlimited data, they will sell it back to them for \$40. While there are no data caps yet in my area, they seem to be expanding this new "solution" very rapidly. I use my internet almost daily to work from home and can not afford their very expensive "business" class internet. On top of that, I have only two choices for internet. AT&T or Comcast. Both which are more than willing to do anything to squeeze every dollar they can from their customers while providing minimal service. Compare their cost and speeds to Google Fiber or even Metronet which is expanding in my area and it is embarrassing for them. Please help stop these data caps and help expand the available options for internet! Thank you.

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**Ticket: # 640415 - Comcast Data Caps**

**Date:** 11/6/2015 10:57:22 AM

**City/State/Zip:** Atlanta, Georgia 30339

**Company Complaining About:** Comcast

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## **Description**

I'm a Comcast customer (internet only) in the Atlanta metro area. Recently Comcast has made the move to place data caps that financially penalize even moderate users of their internet service. This 300gb cap will only become more crippling to the average consumer/family as 4K video becomes more prevalent.

I would have zero issue with this business practice if I had multiple options for broadband internet because I would simply vote with my wallet and change providers. Unfortunately this is not the case and I have no alternative broadband option. This is a naked attempt by Comcast to steer customers in non-competitive markets away from internet-only packages and into larger packages that include cable TV in addition to internet.

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**Ticket: # 640573 - Data Caps**

**Date:** 11/6/2015 11:36:09 AM

**City/State/Zip:** Pineville, Louisiana 71360

**Company Complaining About:** Sudden Link

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## **Description**

Dear FCC,

Suddenlink is enforcing a 300Gb data cap on a great part of it's customer base. I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 640692 - Comcast Data Caps**

**Date:** 11/6/2015 12:09:54 PM

**City/State/Zip:** Orlando, Florida 32812

**Company Complaining About:** Comcast

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## **Description**

I live in a non Comcast area, however, I have family and friends that are forced to use xfinity. I find it ridiculous that in 2015, cable companies are imposing Data Caps on their customers. There is absolutely no technical need for a data cap. To make matters worse, most of these customers are unable to go to a competing company as there is no real competition. To avoid these caps customers have to pay an extra \$30 a month to Comcast. That's just plain wrong anyway you see it. When you tac on \$30 to an already high bill, you're just breaking people's budgets. I fear that this practice will only lead to other cable companies copying Comcast's business model in order to line their coffers further.

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**Ticket: # 640858 - Data caps**

**Date:** 11/6/2015 1:00:45 PM

**City/State/Zip:** Walnut Creek, California 94598

**Company Complaining About:** Comcast

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## **Description**

Comcast's roll-out of data caps across the nation is not consistent with net neutrality policies. Furthermore, limiting internet service that is advertised and marketed as "unlimited" is clearly fraudulent. Please force Comcast to abandon their data cap policy before it becomes a nationwide standard that would decimate our society's access to information and media. This is not progress and is not consistent with the FCC and America's mission to harness and utilize technology for growth.

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**Ticket: # 640868 - Comcast Data Caps**

**Date:** 11/6/2015 1:02:13 PM

**City/State/Zip:** Furlong, Pennsylvania 18925

**Company Complaining About:** Comcast

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## **Description**

As you are aware, Comcast is adding data caps in many areas with the reasoning of "fairness". There is nothing fair about capping data at an arbitrary value, then charging unfair prices for people who go over.

Comcast has given no technical reason for these limits, and are very obviously a way to make more money. This is a direct way to harass people who stream television through many various applications.

It is in America's best interest to outlaw this practice.

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**Ticket: # 640959 - comcast is awful**

**Date:** 11/6/2015 1:28:38 PM

**City/State/Zip:** Slc, Utah 84101

**Company Complaining About:** Comcast

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## **Description**

Data caps enforced with no technological justification, purely economical. this is greed, pure and simple. without any competition, comcast is gouging customers with awful products and terrible customer service, and now they cap our data. a single high-definition movie can be 2+ gigabytes, and god help you if you want to watch a TV series. what if you have roommates? what if you play videogames? datacaps are for money for comcast, and that's literally the only "benefit" they give. I would leave their service but I cannot. luckily google fiber will be here in about a year and a half.

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**Ticket: # 640995 - Data Caps**

**Date:** 11/6/2015 1:37:51 PM

**City/State/Zip:** Houston, Texas 77098

**Company Complaining About:** Comcast

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## **Description**

First, I'm a network analyst for a very large multinational Fortune 500 company. I understand networking & network management. I'm a Comcast subscriber, and I find Comcast's data caps both incredibly troubling and a danger to the future of Internet commerce.

With the introduction of the new data caps, Comcast is essentially forcing their affected users to pay extra for a service they already receive. They also conveniently leave out the anticipated future of the Internet when they cite that only a small percentage of people exceed their data caps.

With the emergence of 4K TV and Virtual Reality, it's clear that regular users will exceed their data caps. Comcast knows that by introducing this "feature" now, they can cash in on that small percentage growing over the next few years.

I don't believe ISPs should have the right to cap our usage in a thinly veiled attempt to garner more cash from their existing user base. Instead, they should be reinvesting their earnings into expanding their network capacity, which as we know has and will continue to grow significantly faster than anticipated usage.

Thank you,

(b)

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**Ticket: # 641078 - Data Usage Caps****Date:** 11/6/2015 1:54:41 PM**City/State/Zip:** Fall Branch, Tennessee 37656**Company Complaining About:** Comcast

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**Description**

I live in the Johnson City, TN area and have been informed by Comcast that I would now be subject to fees for exceeding 300 GB of data. I have also been informed that if I pay an extortion fee of \$35 (\$5 more than some markets) per month, I can have unlimited data usage. I recently upgraded my data plan from 25 Mbps to 75 Mbps, and have quickly gone from 500+ GB / month to 250+ GB in 6 days. I have 4 kids, I work from home, I go to school online, and I have only the most very basic television package, as I primarily use Netflix, Hulu, Amazon, and YouTube to stream content. This absurd, unreasonable, and arbitrary data cap will have a major impact on my ability to use the Internet as well as an immediate impact on commerce. As we have several TVs, but only one Blu-Ray player in the house, I have been purchasing streaming movies as opposed to discs. I have already decided to stop this practice as streaming these HD movies will quickly eat up my data allowance. Additionally, I will have to lower my plan from 75 Mbps back to 25 Mbps so that I do not exceed my data limit as quickly. If on the other hand, I am forced to pay more through constantly exceeding my data cap despite my efforts, I will be forced to cut costs somewhere else. Consider this: \$35 is more than my monthly water bill for a family of 6; more than a week's worth of gas; more than a pizza/movie party for a family of 6; more than a month's subscription to Netflix and Hulu combined; more than a monthly smartphone line; more than 3 months of life insurance; more than several month's worth of dental or vision insurance premiums; more than trash service, and the list could go on. This will net Comcast roughly \$70 million each month, while the company provides NO benefit to consumers. Unfortunately, my state and county do not allow competition and so I have no choice but to use Comcast. Please help.

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[Ticket: # 641129 - Concern regarding comcast data cap.](#)

**Date:** 11/6/2015 2:05:47 PM

**City/State/Zip:** Henniker, New Hampshire 03242

**Company Complaining About:** Comcast

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## **Description**

I have concerns regarding Comcast's recently expanded data caps in southern markets of the united states. Limiting total data transferred to 300GB for customers in select markets and charging customers to go over 300GB is just plain price gouging when there is no technical reason for the limit.

I urge you to put a stop to the data caps to protect users in markets where natural monopolies have formed for high speed internet users. Many markets only have comcast as an option and protecting them is a great concern.

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**Ticket: # 641134 - Comcast bandwidth caps**

**Date:** 11/6/2015 2:08:16 PM

**City/State/Zip:** Kennett Square, Pennsylvania 19348

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 641166 - Comcast Data Caps**

**Date:** 11/6/2015 2:16:05 PM

**City/State/Zip:** Miami, Florida 33185

**Company Complaining About:** Comcast

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## **Description**

Its pretty simple. They lose no extra money regardless if I use 1 GB of Data or 1 TB of Data. These caps(currently 300GB in my area) only punish people who use anything more than browse the internet.

In econonic terms, it forces me to have to illegally download tv shows or movies, rather then use a service to buy or rent them(like Netflix) because on a data cap, I would not be able to re-watch them or have members of my family rewatch them since it would continously take data.

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**Ticket: # 641250 - Data Caps Announced By Comcast**

**Date:** 11/6/2015 2:32:06 PM

**City/State/Zip:** Galveston, Texas 77550

**Company Complaining About:** Comcast

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## **Description**

Good morning,

I'm a Comcast subscriber, and it has come to my attention that the company [Comcast] has been rolling out 300 gb data caps in certain markets. Internal company documents on this subject have apparently been leaked to a number of media outlets. My concerns:

1. Significantly, some media reports have speculated that the datacaps are designed to steer streaming video users to Comcast's internally-served video services [e.g. away from Netflix, etc]. If this action by the company is substantiated, it seems like the policy would be at odds with any principle of neutral treatment for data services.
2. From my perspective, it's a monopolistic money grab that has no relationship to historical pricing expectations.
3. The leaked documents, as reported, seem to indicate that the Comcast service personnel are being trained to deal with complaints on this topic by obfuscating reality, claiming a vague sense of "fairness".

See links below:

1. <http://arstechnica.com/business/2015/11/dont-say-data-cap-highlights-from-a-comcast-customer-service-script/>
2. <http://consumerist.com/2015/11/06/leaked-comcast-doc-admits-data-caps-have-nothing-to-do-with-congestion/>
3. <http://motherboard.vice.com/read/why-comcasts-data-caps-arent-about-fairness>

Thank you for your kind attention.

(b) (6)

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**Ticket: # 641413 - Comcast & Data Caps**

**Date:** 11/6/2015 3:13:12 PM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 641420 - Net Neutrality](#)

**Date:** 11/6/2015 3:14:36 PM

**City/State/Zip:** Miami, Florida 33176

**Company Complaining About:** Comcast

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## **Description**

Comcast Xfinity data caps have limited my ability to use my internet service. Specifically, drastically hindered my ability to use 3rd party services while Comcast's competing services are prioritized and not counted against said cap. Netflix, Hulu, Skype, Google Voice, etc all are counted as "data" where Xfinity on demand services, as well as their own VoIP offerings do not count against. .

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**Ticket: # 641521 - Data Cap / Script Injection**

**Date:** 11/6/2015 3:38:43 PM

**City/State/Zip:** Fargo, North Dakota 58103

**Company Complaining About:** Cable One

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## **Description**

My generation is moving more and more to "cord cutting" and getting services only over the internet. I regularly use services such as Netflix and Sling TV to get my fill of traditional TV programming. I recently found out through a page that Cable One injected into my internet traffic, that I had gone over their 300GB internet usage cap.

While cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to favor the video programming sold by Cable One over any other competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of Netflix, Sling TV, or YouTube accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by the data cap Cable One has in place. While the limit itself is arbitrarily low, the issue is that there should be no limit at all. When someone pays for internet access they are paying for a level of speed, not an amount of data. The implementation of only metering signals not originating from Cable One as a preferred programming provider is opposed to the fair playing field intended by the FCC.

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**Ticket: # 641534 - 300GB Data Cap with 100mbit/s speeds**

**Date:** 11/6/2015 3:43:34 PM

**City/State/Zip:** Fargo, North Dakota 58103

**Company Complaining About:** Cable One

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## **Description**

Cable One has a 300GB data cap on 100mbit/s download speed. 300GB cap isn't even enough to last two days on the FCC's minimum speed of 25Mbps for broadband. I have to watch Netflix and Hulu on horrible quality to avoid hitting the limit and can rarely download video games due to this. I have already done what I can to limit what I use, and most months I am fine, but I am tired of limiting my personal life due to this cap, and if you go over 3 months in a billing cycle, they automatically upgrade you to the next cap, which is barely ev3n better.

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**Ticket: # 641544 - Data caps and tiered Internet pricing****Date:** 11/6/2015 3:46:20 PM**City/State/Zip:** Lubbock, Texas 79423**Company Complaining About:** Sudden Link

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**Description**

I am a customer using Suddenlink as my internet service provider. Suddenlink is supposed to deliver 50MBPS high speed internet to my house at a certain cost. For this connection I am allowed 250 GB per month of data usage. If I go over my usage limit I am charged \$10 for each additional 50GB tier. If I go over 1 byte it is an extra \$10. If I go over 49 GB it is the same charge. This makes absolutely no sense. There should be no data cap. If I want a higher speed I could potential pay more, but the service should never have a data cap. Using extra data does not cause any sort of hardship or extra cost to my internet service provider. The FCC did there own study on this very issue and found no cost disadvantage. Also, in the months I do not use my 250 GB allowance there is no carry over. For example, if I use 150 GB of service I do not get to carry over the 100 GB to the next month. I also do not get a credit. If 50 GB of extra data really costs \$10, then I should have a \$20 credit for not using 100 GB. This is another case of the Cable industry taking advantage of the consumer based on a simple measurable quantity. I have also asked my internet service provider how they measure the usage and never received a response. Nobody seems to know how they measure usage. With no oversight or regulation the service provider can "budge" these numbers without any threat of recourse. What my personal usage indicates is always different from what the internet service provider shows. This practice is unreasonable and hurts the consumer. ISPs can limit content solely based on data caps. Limiting content based on data caps is just another form of control and monopolization. This practice needs to be changed immediately.

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**Ticket: # 641558 - Comcast Monopoly causing data charges**

**Date:** 11/6/2015 3:48:17 PM

**City/State/Zip:** Eugene, Oregon 97404

**Company Complaining About:** Comcast

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## **Description**

Hello,

As I'm sure you are aware, Comcast is planning to roll out an Internet data cap in several markets in Arkansas and Virginia. The monopoly owned by Comcast throughout much of America positions them to stifle a free and open Internet. As we have seen with telecommunications companies, the introduction of charging for data will trend towards lower data caps and increased costs for consumers. Comcast MUST be stopped in this endeavor, else they will roll out similar plans across the country. They claim these data caps and charges for going over the cap is for "fairness", but fairness implies balance for multiple parties. The only possible beneficiary of the proposed changes is Comcast. This is, in no way, fair for the consumer. Please, FCC, I plead to you with millions of Americans to keep the internet free, open and affordable for everyone.

Thank you,

(b) (6)

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**Ticket: # 641641 - Comcast Data Caps**

**Date:** 11/6/2015 4:11:00 PM

**City/State/Zip:** Marietta, Georgia 30312

**Company Complaining About:** Comcast

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## **Description**

Data caps are not plausible in a time when single music album is over a hundred megabytes. I'm basically being taxed on top of everything I purchase or use the internet for. If I watch a movie. This is also a monopoly in any event where there is only one ISP as is the case very frequently.

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[Ticket: # 641720 - Comcast data caps](#)

**Date:** 11/6/2015 4:25:48 PM

**City/State/Zip:** Hialeah, Florida 33013

**Company Complaining About:** Comcast

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## **Description**

Comcast is abusing its monopoly on internet by implementing data caps in florida and other states..there not inspiring inovation or helping light user...there getting more greedy the only plan that they currently have that cuts some slack for light users is a \$5 discount on less than 5gb for 40 month ....wtf 5 DOLLARS... STOP THEM

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[Ticket: # 641721 - Comcast is abusing its monopoly](#)

**Date:** 11/6/2015 4:25:53 PM

**City/State/Zip:** Canal Winchester, Ohio 43110

**Company Complaining About:** Comcast

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## **Description**

Many people in this country don't have an option for their internet connection and for Comcast to implement data caps just shows all the more reason they should be treated as a utility. Data caps should be illegal and the FCC should send a message to Comcast before they expand their cap trial.

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**Ticket: # 641786 - Data Caps from ISP - Comcast XFINITY**

**Date:** 11/6/2015 4:49:20 PM

**City/State/Zip:** Arlington, Virginia 22201

**Company Complaining About:** Comcast

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## **Description**

There is clear price gouging with ISP Comcast due to their dwindling number of cable subscribers and lack of competition. With more and more subscribers cancelling their traditional TV packages, the ISPs are trying to make up for that lost revenue and profit by charging more for their internet packages which have never had a limit enforced. Now, Comcast is spreading their data cap (they refer it as a data management) on several markets and plans have shown they will implement it across their customer base. This is clear abuse of their current monopoly of being the only high speed ISP available in a lot of areas across the US. If there were more competition for high speed internet, their customers would not have to be subjected to this abuse of price gouging. Any person who understands the dynamic of their monopoly on high speed internet and the data cap they are enforcing would see that it is not fair and the FCC should step in to protect consumers across the nation. Ask any Comcast customer if they had another option for high speed internet if they would switch, and 8 out of 10 would (my personal assumptions). Please do something sooner rather than later.

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**Ticket: # 641936 - Comcast data usage "plans", which are really "caps"**

**Date:** 11/6/2015 5:33:18 PM

**City/State/Zip:** Cooper City, Florida 33024

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of its customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider. When we as consumers are being constantly bombarded with the urge to stream everything and upload/host/serve everything from the cloud, we are in fact using MORE bandwidth/data than ever before. And now Comcast is punishing its large markets by charging us more for this access. They have also increased speeds to use up this allotment even faster. When I signed up approximately 1.5 years ago with Comcast, I specifically paid for 50 megabit service to save some money. They raised my speeds (for free) to 75, and again (for free) to nearly 90 megabits per second. As great as that is, now my allotted 300 GB per month will be used up even faster assuming I follow marketing urges to stream everything from everywhere. There is ZERO doubt in my mind that Comcast is doing this to punish its own customers. I just signed a two-year contract to (in part) lower my monthly bill, and because of this 300 GB "plan" I may need to go back to spending more money for the unlimited data plan, just to avoid being over-charged.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 642031 - Comcast Internet Data Usage Caps**

**Date:** 11/6/2015 6:03:58 PM

**City/State/Zip:** Murfreesboro, Tennessee 37128

**Company Complaining About:** Comcast

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## **Description**

The Comcast company imposing data cap is preventing those with low income from using streaming services such as Netflix in place of its overpriced cable that you can also stream which doesn't count. It seems as if they are doing this in an attempt to sway people back to using their services as I would end up paying more to stream Netflix than I would to purchase a cable plan from them. I cannot see any way this would help the internet or the customer, but instead Comcast's bottom line. They have a monopoly on internet for now with their speeds and availability and they are taking advantage of it. For a family of 4 people who are always online for work, school, or entertainment this is an unfair move by Comcast who doesn't seem to care if someone has a tight budget as long as they are getting the most revenue that they can.

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**Ticket: # 642156 - Data Cap**

**Date:** 11/6/2015 6:57:31 PM

**City/State/Zip:** Rocky Mount, North Carolina 27803

**Company Complaining About:** Sudden Link

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## **Description**

Mainly curious as to how much longer data caps are really going to be a thing for ISPs to use. Currently with Suddenlink, we have a 350GB cap. A few years ago there were none, this has shown up for as and we've just had to deal with it as we had no other choice.

A 350GB cap sounds like it would be "sufficient", but in retrospect, as I'm sure you've heard countless times, it simply is not for this day and age: especially with Netflix, Twitch, YouTube, and other forms of streaming. Couple this with 720p or higher being the "norm" for these, and you have a recipe to chew that cap away rapidly.

In our household, of only four, that cap can easily be reached in a matter of two to three weeks, pending on how heavy the usage. The main issue I have with caps, besides the fact they were imposed without much knowledge of them, is the fact that, when browsing ISP packages for internet - the caps are not mentioned or listed for the internet tier. A consumer has no way of knowing about it until they either go over the cap, or call and get details past basic customer support.

All in all, it seems more and more to just be a way for ISPs that have cable and internet to reign back money lost from cord cutters. I, of course, do not have access to their overhead for servers and transfer rates and costs. However, the blatant copy and paste response I've seen time and time again, from many ISPs, does not cut it for me anymore: They blatantly say that the caps aren't reached by the majority of their costumers and they exist to ensure costumer satisfaction with their internet connection, or words to that effect. When my hometown has shown that Suddenlink now have a 1000MB package, which would mean infrastructure, I do not see how a cap should exist, period. Though this "gigabit" is slapped with a 550GB cap as well.

All in all, it falls mostly to the varying packages offered. Since they are unable to solidify one package with no cap, and broaden it over many different packages, they seem to stand behind not being able to offer no cap on all. Otherwise people would stick to a slower speed, paying less, with no cap. It's entirely frustrating to no end.

I honestly am not sure when anything will be done about this, because it extends from both mobile providers and ISP providers, but I would hope something would be done relatively soon. This may seem more to vent my frustration over the matter, but I would assume feedback on these kinds of things are still appreciated; regardless of the circumstances behind them.

Kind regards,

(b) (6)

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**Ticket: # 642164 - Data Cap, possible Net Neutrality conflicts**

**Date:** 11/6/2015 6:59:31 PM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** Comcast

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**Description**

Xfinity stream service planned to come out next year is expected to launch next year. This service is said to not count toward data usage, therefore it will have priority over services like Netflix, Amazon, Hulu, and HBO Now. Isn't this illegal play based on broadband regulation? Also, a customer with higher speeds have a higher likelihood they would surpass the cap and be charged.

Moreover, if considering video streaming. A simply hour of HD video can be 3 GB of data consumption. Therefore, a family household will be limited to 100 hours of video. If this household has 2 children and 2 parents, that equates to less than 1 hour per user per day. Much below the national average. This not only constraints the customer, but possible internet entertainment innovation. Ultra high-definition video is nearly 7gbs per hour. What incentive will media companies have to record video in this higher platform if customers will not be willing to watch?

Furthermore, the data caps from companies like Comcast are not similar to those from the telecom industry. In the telecom industry , customers pay for a data allocation but at the highest tiered speed. Meanwhile, in the broadband industry, companies like Comcast and At&t are double dipping by asking customers to pay for additional speed and data. This isn't a similar play, its being used to protect themselves from potential erosion of there media distribution services.

Alas, telecom spectrum usage can get congested and decrease performance for the overall public. Broadband, on the other hand, has not have a certified testing that has conclusively said there is any network congestion.

So in conclusion, these broadband customers placing data caps, or whatever they want to call it, is not about fair pricing. Rather, these measures are more about squeezing the customers to subscribe to their other services.

Also, keep in mind, market monopolies have been developed. So the consumer is not able to chose services, and is force to take this service, as it has become a necessity in the "global market."

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[Ticket: # 642177 - Comcast Data cap/"usage plan" double dipping](#)

**Date:** 11/6/2015 7:07:08 PM

**City/State/Zip:** West Valley City, Utah 84119

**Company Complaining About:** Comcast

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## **Description**

FCC,

Comcast has been expanding on their plan to institute data caps on markets and charge overage fees for customers exceeding the relatively low limit. This is logically and morally incompatible with the move towards cloud storage, streaming, and always on games/devices/Internet of Things and appears to be a move calculated to punish people moving away from the archaic TV model. The attempt to double dip (by charging customers both for bandwidth and for utilizing the bandwidth they already paid for) is wrong by any reasonable measure and the fact that they are billing it as being more "fair" is galling...clearly overage fees should be met by equitable underage rebates if fairness is a goal.

Comcast currently enjoys a massive regional monopoly which shields them from the need to compete and locks customers in with no viable alternatives, but does not receive the same regulation or obligation to act in the public interest that other utilities do.

I urge you on behalf of all customers of Comcast or their peers to act now to protect the millions of customers with nowhere else to turn.

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**Ticket: # 642212 - comcast data caps**

**Date:** 11/6/2015 7:19:58 PM

**City/State/Zip:** Denver, Colorado 80210

**Company Complaining About:** Comcast

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## **Description**

It is very hard to respect the integrity of the FCC in light of the fact that I have to write you about these data caps. These actions by Comcast seem to have nothing to do with fairness and everything to do with price gouging and corporate greed. They lost cable subscription money due to their terribly regressive business model yet it is acceptable to your organization for them to justify these price increases on the grounds of fairness. I cannot wait to buy google fiber. Oh yea and they regularly deliver spotty internet service to me at peak hours (aka when I can use the internet since I work). Literally the worst company I have ever dealt with. I cannot wait to pay twice as much for Google Fiber. Also I live in Denver where they lobbied the government to make municipal broadband illegal. It is really hard to respect the FCC when I have been living these things for years and you only recently seem to have any interest. Thank you for net neutrality. That is a great first step. You are still many more PROACTIVE steps away from me having a shred of respect for your agency. Seriously I wouldn't have to write you this in the first place if you were doing your job. This is why John Oliver so effortlessly compared Tom Wheeler to a Dingo watching a Baby. Completely ridiculous.

ROFLCOPTER McPwnSauce: It is very hard to respect the integrity of the FCC in light of the fact that I have to write you about these data caps. These actions by Comcast seem to have nothing to do with fairness and everything to do with price gouging and corporate greed. They lost cable subscription money due to their terribly regressive business model yet it is acceptable to your organization for them to justify these price increases on the grounds of fairness. I cannot wait to buy google fiber, I would happily triple my internet bill (although there is no reason I should have to it should be 3x better for what I pay) to not deal with Comcast. Oh yea and they regularly deliver spotty internet service to me at peak hours (aka when I can use the internet since I work). Literally the worst company I have ever dealt with. Also I live in Denver where they lobbied the government to make municipal broadband illegal. It is really hard to respect the FCC when I have been living these things for years and you only recently seem to have any interest in "addressing" these problems. Thank you for net neutrality. That is a great first step. You are still many more PROACTIVE steps away from me having a shred of respect for your agency. Seriously I wouldn't have to write you this in the first place if you were doing your job. This is why John Oliver so effortlessly compared Tom Wheeler to a Dingo watching a Baby. Completely ridiculous. I firmly believe that the state of broadband internet in America is a national embarrassment when compared to other first world countries.

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**Ticket: # 642267 - Comcast Data Caps**

**Date:** 11/6/2015 7:37:31 PM

**City/State/Zip:** Shreveport, Louisiana 71115

**Company Complaining About:** Comcast

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## **Description**

Comcast's new data caps are having a dramatically negative effect on my daily life. For being a service aimed at increasing quality of life, it is failing miserably at this. The data caps will now make my college school work much more difficult to complete. I am required to create and upload a number of videos for projects as well as communicate via live stream. All of these activities are very internet reliant. Also, these are all major drains on my available data usage if a cap were implemented. Please do not allow comcast to hold our lives hostage because they want to make an extra buck. This is nothing more than a cash grab.

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[Ticket: # 642580 - Comcast data cap plans have to go!!!!!!!!!!!!!!!](#)

**Date:** 11/6/2015 11:57:59 PM

**City/State/Zip:** Mcgregor, Texas 76657

**Company Complaining About:** Comcast

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## **Description**

Comcast's plans for rolling out data caps to the southern states sets a disturbing precedent for other ISPs. Don't let comcast destroy our already worse than a 3rd world country internet.

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**Ticket: # 642385 - Violation of terms**

**Date:** 11/6/2015 8:51:17 PM

**City/State/Zip:** Miami, Florida 33173

**Company Complaining About:** Comcast

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## **Description**

Comcast is recently imposing a data cap, as they state in the name of fairness.. however when i signed up for comcast internet it was for a specific speed tier with unlimited data usage... the cap is violation of the original terms on the agreement, moreover comcast cannot say it doesn't have the money to afford innovation and better its equipment if they have enough to purchase NBC/Universal as well as attempt to buy Time-warner... Data usage has no bases when paying for internet, this is a cheap attempt at a company which essentially runs a monopoly capitalizing on the fact there is a severe lack of competition.

The FCC should not allow comcast to impose any sort of data caps when consumers are paying for specific speed tiers for unlimited usage.

Charging us more and giving us less....

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**Ticket: # 642692 - Comcast's "300 GB Data Plan"**

**Date:** 11/7/2015 4:02:18 AM

**City/State/Zip:** Fort Smith, Arkansas 72903

**Company Complaining About:** Comcast

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## **Description**

Fortunately for me, I am not actually a Comcast user. However, I am still extremely concerned about the precedent they (and a few other ISPs) are setting by placing a data cap (or "plan" as they insist on calling it) on many of their users. As hardware places a limit on bandwidth, not total throughput, it is technically feasible for them to provide far more data throughput than they do right now, in many cases dozens of times higher than the monthly 300 GB limit. Even in the cases where that overestimates their infrastructure, their profit margins are insane enough where that capability really should be in place. If that weren't bad enough, evidence points to the 300 GB limit being intentionally set just low enough to force users of online media platforms like Netflix, YouTube, Steam, etc. to run up their bills and presumably dive back into the now comparatively cheaper, open arms of cable TV, something Comcast has a large stake in. In any case, the whole move is monopolistic, extremely anti-consumer, and completely at odds with progress.

In a larger sense, access to information should be a basic human right in the modern world. The unencumbered flow of information, culture, ideas, etc. is necessary for a healthy society. The internet has quickly become the embodiment of that, and it has the potential to do many great things for us now and in the future. Placing artificial limits on it damages humanity as a whole. Please do absolutely everything in your power to stop this effort to restrain it, not just in the case of Comcast, but everywhere it occurs.

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[Ticket: # 642484 - Comcast Data Cap and overage fees](#)

**Date:** 11/6/2015 10:05:16 PM

**City/State/Zip:** Kittery Point, Maine 03905

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently introduced a data cap but excluded their TV service from the data cap in what seems be an effort to get people to use their TV service. Unfortunately Comcast has a monopoly on high speed internet in my area which gives consumers few choices. You have to limit use, pay for overages, or switch to their TV services.

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[Ticket: # 642498 - Comcast Data Caps](#)

**Date:** 11/6/2015 10:16:25 PM

**City/State/Zip:** Lansing, Illinois 60438

**Company Complaining About:** Comcast

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## **Description**

That data caps are just a way of Comcast to steal money from unsuspecting little old lady.

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**Ticket: # 642565 - Comcast Data Cap**

**Date:** 11/6/2015 11:41:12 PM

**City/State/Zip:** Silver Spring, Maryland 20910

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this decision especially disconcerting, as Comcast has a monopoly on broadband Internet access where I live. If Comcast begins introducing data caps in my region, I have no recourse or alternatives. My livelihood depends on broadband data, but I have one choice - Comcast.

Data caps are of no benefit to the consumer - they only benefit Comcast's coffers and executive salaries.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 642655 - Comcast Xfinity Usage throttling](#)

**Date:** 11/7/2015 2:03:36 AM

**City/State/Zip:** Rosharon, Texas 77583

**Company Complaining About:** Comcast

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## **Description**

I do not want Comcast to start throttling customers who go over their unnecessary "data caps". Info has leaked that shows Comcast is just enforcing these caps for personal gain and no other reason. They claim unlimited internet and yet want to charge customers for using too much.

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[Ticket: # 642751 - Upset about data caps](#)

**Date:** 11/7/2015 8:31:34 AM

**City/State/Zip:** Decatur, Georgia 30033

**Company Complaining About:** Comcast

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### **Description**

Comcast changed to data caps without notifying me. This is unfair and changes the service I originally purchased.

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**Ticket: # 642806 - Comcast internet data plan**

**Date:** 11/7/2015 9:51:28 AM

**City/State/Zip:** Miami Lakes, Florida 33014

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has put into practice enforcing a 300Gb data cap on a great part of it's customer base in Miami. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 642855 - Held Hostage by Comcast**

**Date:** 11/7/2015 10:40:45 AM

**City/State/Zip:** Little Rock, Arkansas 72223

**Company Complaining About:** Comcast

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## **Description**

Forced to use Comcast as internet provider due to my location a few miles from Little Rock's city limits. High speed internet is a necessity. I don't just use it for shopping and for checking the weather; I use it for military (just retired from service) and civilian duties. My elderly parents (in their 80s) also have to use Comcast. I just set them up for internet streaming so that they could watch RFD-TV, a cable channel that Comcast does not carry. And of course as soon as I did that, Comcast announced that they would be introducing data caps to the Little Rock area, charging a princely sum for going over 300 GB. Why aren't they introducing data caps EVERYWHERE? Why pick on Arkansas, unless it's because they know they've got us over a barrel?!

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**Ticket: # 642948 - Data Cap**

**Date:** 11/7/2015 11:35:53 AM

**City/State/Zip:** Upland, Indiana 46989

**Company Complaining About:** Comcast

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## **Description**

Comcast has started to enforce a data cap, which I believe is contrary to the advancement of internet. It is a clear stand against SLINGtv, Netflix, Amazon Prime, and other companies that offer streaming alternatives to Comcast's cable service.

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**Ticket: # 642953 - Comcast Data Caps**

**Date:** 11/7/2015 11:37:43 AM

**City/State/Zip:** Douglasville, Georgia 30135

**Company Complaining About:** Comcast

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## **Description**

Comcast is at it once again with these data caps, which have even been shown to serve absolutely NO PURPOSE. These people are thieves who've just taken advantage of the fact that they are essentially a monopoly in the cable provider market considering they're basically the best you can get. I'm the main one in my house that uses the internet often, but god help me if I lived with other people who used the internet, streamed TV shows/movies, and downloaded games as much as me. Not only do they give you a cap now, but after you've hit it they try to throttle your speeds as well. That's absolutely ridiculous! These people are leeches, trying to do whatever they can to prevent people from cutting the cord on cable and moving directly to things like Hulu, Netflix, and HBO Go. Last time i filed a complaint, I had a guy from Comcast BLATANTLY LIE about how long they've been in place and their purpose in the first place. Thanks for gouging hard working people of their money Comcast, you guys are really amazing at finding new ways to screw your customers

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**Ticket: # 642969 - Comcast Data Caps**

**Date:** 11/7/2015 11:42:02 AM

**City/State/Zip:** Chicago, Illinois 60607

**Company Complaining About:** Comcast

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## **Description**

Comcast recently started to impose data caps of 300gb around the county and I am worried that it will extend to my area. Comcast already charges overpriced rates and want to add on \$30 if you exceed 300gb. Because my household relies on streaming devices like netflix, roku and prime, exceeding 300gb does not take a long time with legal streaming devices. This is clearly an attempt by comcast to block competition. I have no other high speed internet options at my current location. With no competition, this country is falling behind in the whole in regards to internet speeds and access. The FCC needs to mandate that internet caps should be illegal and should reclassify consumer broadband service under Title II of the Telecommunications Act. Thank you.

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[Ticket: # 642958 - Comcast Data Caps are pure greed](#)

**Date:** 11/7/2015 11:39:43 AM

**City/State/Zip:** Fairfax, California 94930

**Company Complaining About:** Comcast

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## **Description**

Comcast recent decision to start enabling data caps in nothing more then a desperate attempt to shore up a failing business model. Restricting bandwidth will have a chilling effect on people who work from home, students doing homework, and the general rise of the Internet economy. Like the airwaves, network transmission should be considered a public good and shouldn't controlled by commercial interests.

Thank you,

(b) (6)

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**Ticket: # 642980 - I oppose Comcast's data caps**

**Date:** 11/7/2015 11:48:28 AM

**City/State/Zip:** Arlington, Virginia 22201

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to enforce an internet data cap of 300GB in some areas of the US. Recent leaked documents suggest that the caps have nothing to do with network congestion management (see <https://www.yahoo.com/tech/s/leaked-comcast-docs-prove-300gb-data-cap-nothing-003027574.html>). Removing this (paltry) data cap will cost additional fees. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. We will cancel our Comcast service when the data caps become enforced for the DC/Northern Virginia area. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

I have attached our usage meter history as reported by Comcast. We're a house of four working professionals and frankly aren't what you would consider "heavy users"; yet our usage easily approaches 500GB. If you would like to contact me, please do so via email, not phone.

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**Ticket: # 643054 - Comcast Data Caps**

**Date:** 11/7/2015 12:27:36 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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[Ticket: # 643082 - Comcast data caps](#)

**Date:** 11/7/2015 12:50:00 PM

**City/State/Zip:** Murfreesboro, Tennessee 37130

**Company Complaining About:** Comcast

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### **Description**

300 gb data cap. This is an obvious money grab by Comcast. They don't have the caps in for engineering purposes, but to squeeze out competition. Like streaming services. Obvious net neutrality violation

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**Ticket: # 643153 - Comcast Data Cap Plan****Date:** 11/7/2015 1:19:54 PM**City/State/Zip:** Erwin, Tennessee 37650**Company Complaining About:** Comcast

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**Description**

Price gouging of internet communications is wrong. It should be illegal for a company, such as Comcast, to tell paying customers you can't use anymore than x amount of GBs of data. Starting Dec. 1, Comcast is implementing a 300GB per month plan. If one goes over that data cap, and it is a cap, we will be punished by having to pay more for services we've had for years without issue. We are a small homeschooling family and require the usage of more than 300GB per month. We typically use between 400-500 GBs a month. We use the majority of our usage to download educational movies, documentaries, and short clips to assist in our teaching of our kids. We are a one income family and are on a budget. We do not have cable TV because of the costs. Even if we could afford it, I doubt we'd use it because there is nothing of substance on television anymore. I'm afraid that once this is implemented, the quality of lessons that we provide for our kids will suffer. Please consider implementing policies to ISPs that prevent them from doing things of this nature.

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**Ticket: # 643286 - Comcast and incoming data caps**

**Date:** 11/7/2015 2:30:23 PM

**City/State/Zip:** Roselle, Illinois 60172

**Company Complaining About:** Comcast

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## **Description**

My complaint about Comcast's proposed data caps is two fold. First, I am a cord cutter and stream 98% of the TV I watch. I get football from antenna broadcast. We have Roku devices on both TV's and use services such as Netflix, Hulu, and Amazon Video to stream TV shows and movies. In addition I use Steam which is a cloud based service where you purchase games and some software and install it as you use it. Games can be rather large at times, a recent one came in at 24 GB. I had to download it to play it. Not to mention windows and other software updates to ensure security, and cloud storage services like Dropbox and Google Drive where files that I use on a regular basis are accessed. I'll tell you further more what I don't do. I don't torrent software, music, or video all of which can be taxing on a network (although leaked internal documents from Comcast imply that this is not a factor for the new data caps.) My usage usually comes in at 400 GB a month according to my routers software. Comcast has set their cap at 300 GB defining everything above that as "high usage" but I would argue that if you are a cord cutter it is very average.

Secondly, they seem to be out to hurt the viability of cord cutting and since they are my ONLY option for internet would be forcing me to drastically change my usage or be charge roughly 40% more at the end of the month.

Thank you.

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[Ticket: # 643255 - Comcast Data Cap](#)

**Date:** 11/7/2015 2:17:03 PM

**City/State/Zip:** Salem, Oregon 97304

**Company Complaining About:** Comcast

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## **Description**

Comcast is planning on implementing a data cap and raising prices for using the internet, when leaked documents have shown that allowing unlimited bandwidth puts no strain on their infrastructure. I believe that this is a blatant example of a company with a near monopoly on the market raising prices because it's customers have no other choices.

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**Ticket: # 643260 - Comcast Data Cap**

**Date:** 11/7/2015 2:18:19 PM

**City/State/Zip:** Springfield, Massachusetts 01105

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose a "trial run" internet data cap of 300gb in Massachusetts, nearby in Springfield. Removing this data cap will cost an additional \$30/month. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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## Ticket: # 643270 - Comcast's Recently Proposed Data Limits

**Date:** 11/7/2015 2:23:44 PM

**City/State/Zip:** Woodbury, Minnesota 55129

**Company Complaining About:** Comcast

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### Description

As you are probably well aware of by now, Comcast is imposing a 300 gigabyte limit for their billing plans. Any use above 300 gigabytes, and Comcast starts tacking on 10 dollars per 50 gigabytes that you exceed the limit.

As an Electrical and Mechanical Engineering student, I am aghast at this. The leaked documents clearly show that this is not intended to reduce the amount of data that flows through their system, but just a scheme to line the pockets of the executives with more money. The file that I have attached is a clip from one of the leaked documents, with the following phrase:

"The reason for the data usage plan: ...

Don't Say: 'The program is about congestion management.' (It is not.)"

This deliberate wording shows that Comcast is only doing this to gain more revenue. According to Comcast, the plan is about "fairness and equality" (from another leaked document) but yet it does nothing to limit use, only charge more for services which the limits are becoming outdated. By charging more for an absolutely arbitrary reason, they can line their pockets with money without improving their infrastructure.

As an electrical engineer, I download multiple files from the internet detailing specifications about parts that I am about to use. These files range in size, but often times exceed 20 megabytes. This is 0.2 of 1 gigabyte, which means I would only be able to download 1500 of them per month. Doesn't sound so bad, right? Well, that is only one of my data sinks. Add on top of that email, video streaming (I like my Netflix and Amazon Prime Video), and audio streaming (I like to listen my Pandora when I am working), the data cap quickly spirals out of control. Throw in a 3 more people for a family of 4 and suddenly this data cap is inexcusable.

For an open and neutral internet, there must be no limitations to entering the internet. Small businesses and startups need an open internet to be able to compete well. Paying for levels of speed (10 Mb/s, 50 Mb/s, 1 Gb/s) is understandable, as not everyone needs the same amount of bandwidth. Charging for consumption is the problem. Data is not a finite resource like electricity or gasoline. Charging for consumption is in essence charging wind farms for the wind speed instead of the land they stand on. The wind will always be there, as it is an infinite resource, but the land is finite. We can only put so many wind farms before we run out of room, but the wind will be there. The data on the internet will always be there, but the backbone infrastructure running around has a limit on the rate of consumption.

Help the internet be an open internet, and prevent internet companies from billing for consumption.

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**Ticket: # 643288 - Comcast Data Caps**

**Date:** 11/7/2015 2:31:07 PM

**City/State/Zip:** Iselin, New Jersey 08830

**Company Complaining About:** Comcast

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## **Description**

This comcast data caps has become utterly ridiculous. I have filed two previous complaints regarding the arbitrary comcast data caps, which sole purpose is to extort companies for more money. Both times, I was told "We at the FCC cannot do anything". Are you not the regulatory body for internet communication? Were you not the same regulatory body that overreacted for a harmless Janet Jackson nipple slip in 2004? However, when it comes to people being extorted by a monopoly employing strong arm tactics, you say you can't do anything?

So, unless the FCC is taking kickbacks from Comcast (which I'm more than sure is happening), the only reason the FCC hasn't acted is due its incompetency. I have provided a link of a yahoo finance document, documenting Comcast's misrepresented reasons for the cap.

<https://www.yahoo.com/tech/s/leaked-comcast-docs-prove-300gb-data-cap-nothing-003027574.html>

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**Ticket: # 643335 - Comcast 300 GB data cap**

**Date:** 11/7/2015 3:00:32 PM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** Comcast

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## **Description**

FCC:

I am writing today to protest the spread of a 300 GB data cap that Comcast has been implementing in various geographical markets across America. Given long historical trends in the growth of internet traffic, this is certain to affect the majority of broadband subscribers in only a few years, if not sooner. It affects around 15% of their subscriber base now. And it will affect my household as soon as Comcast extends it to the Denver area.

Comcast recently increased internet speeds in the Denver area, but that 300 GB data cap (let's call it what it is, not a "data usage plan") only means my new faster speeds will get me to that cap even more quickly. I am on the Performance Pro tier, which should get me 75 Mbps down / 10 Mbps up. I usually see those speeds or better. And with speeds like that, our internet service performs quite well. Better than DSL, which is why I haven't switched to CenturyLink, effectively the only competitor in the Denver market.

My girlfriend recently moved in with me, and since then my account's data usage has increased significantly, primarily because of more streaming video consumption. According to Comcast's data usage meter, my account's data consumption was 206 GB in August 2015, 342 GB in September, 691 GB in October, and 166 GB only a week into November.

So far this month, we have downloaded and played video games from Microsoft Xbox Live and Blizzard, watched video content on several platforms like Netflix, Hulu Plus, and YouTube, downloaded podcasts from iTunes, streamed music from Spotify, and interacted with social networks like Facebook, Instagram, and Snapchat. This, along with other basic internet use like email, software downloads and patches, photos, instant messaging, banking, digital coupons, online shopping, blogging, connecting to work and school networks, etc.... In other words, things that normal people do on the internet during a normal day. Those activities account for close to 200 GB a week, which means Comcast's 300 GB cap is ludicrous. Either my household finds a way to cut out around two-thirds of our internet usage (which will not be happening – and Comcast knows this), or I can pay a \$35 monthly fee to Comcast to bypass this proposed cap.

I'm sure the FCC has received countless complaints about Comcast and their competitors. But despite ever-increasing pay-TV bundle prices, added fees like the Broadcast TV Fee (I pay \$3.75/month so Comcast can comply with the Communications Act), occasional outages, horrific customer service, and their support of tiered internet (prior to FCC Net Neutrality rules), this is the first time I've actually filed an FCC complaint. The idea of a data cap is the last straw.

As this data cap hasn't yet rolled out to the Denver area, though I expect it soon, I am unsure precisely how this will be implemented on my account, especially since I am under a 2-year contract with them. Comcast shouldn't be able to just unilaterally effectively increase my internet price by 50% while I'm under a 2-year fixed price agreement, though they're more than happy to nickel and dime me with more and more fees, like the Regional Sports Fee that just showed up on my bill for \$2/month.

By their own admission (see the screenshot at <https://www.yahoo.com/tech/s/leaked-comcast-docs-prove-300gb-data-cap-nothing-003027574.html>), data caps have nothing to do with congestion management. Global Internet traffic has grown at a rapid rate for well over a decade, and according

to Cisco ([http://www.cisco.com/c/en/us/solutions/collateral/service-provider/visual-networking-index-vni/white\\_paper\\_c11-520862.html](http://www.cisco.com/c/en/us/solutions/collateral/service-provider/visual-networking-index-vni/white_paper_c11-520862.html)), will continue to do so for years to come. That trend has been obvious and consistent. So why are they implementing data caps now and not ten years ago, given the consistent growth in internet traffic for as long as I've been a Comcast customer?

Instead of congestion management, Comcast frames their data cap around "fairness and providing a more flexible policy to our customers." If it's not about congestion management, where does fairness come in? Who is experiencing unfairness, other than all their internet subscribers that now have a data cap (and others experiencing anxiety that they soon will)? If Comcast's network were truly stressed by more than 300 GB per subscriber, why have they consistently increased my internet speeds over the course of a decade (from 10 Mbps, to 25, to 50, to the now-current 75) without saying anything about network congestion? The one situation when I did experience consistent network congestion cleared up in a matter of days once Comcast and their competitors extorted Netflix and reached an agreement on peering (<http://arstechnica.com/tech-policy/2014/06/fcc-gets-comcast-verizon-to-reveal-netflixs-paid-peering-deals/>). And they already offer flexibility to their customers via speed tiers (Basic, Performance, Blast, and the absurdly-priced \$300/month gigabit service in some areas).

Comcast will claim that there has been a 250GB cap in place all this time, although they have "suspended enforcement" on it for so many years that it's effectively irrelevant. I'd much rather have a 250 GB cap that isn't enforced than a 300 GB cap that is. Do they seriously think people won't see through that? Do they really think people will be distracted by the 50 GB increase in that number and go on their merry way?

Obviously, this strategy of implementing a cap is about their revenue, and discouraging the growing trend of cord-cutting. Cord-cutting, of course, might not be that big a trend if Comcast and their industry hadn't spent the last 10-15 years setting up regional monopolies, antagonizing their customer base, limiting customer choice, breaking promises about rolling out broadband, and constantly increasing prices with few options to choose what we pay for. In fact, I probably wouldn't even need to write this letter if ISPs didn't effectively have monopoly power.

This is nothing more than an anti-consumer and anti-content-provider policy that will do one of two things. Either customers like me with the ability to pay will begrudgingly line Comcast's pockets to the tune of an additional \$420 a year to bypass the cap, or those without will be forced to self-limit their internet consumption practices, just like we have to do now with cellular providers and their laughably low data package sizes. To a customer without the ability to pay an extra \$35 a month, it truly is a cap. It's not in violation of Net Neutrality rules, but they're effectively creating a two-tier internet via socioeconomic means.

For the record, I pay Verizon \$15 a month for 1 GB of mobile data. The drastic price differences between a gigabyte of data on a mobile network versus a wireline network clearly show the extent of market manipulation on data transfer, but that is a whole other story.

I'll also point out that given Comcast's history of increasing prices far in excess of inflation (see FCC Report DA 14-672), between the 300 GB limit on the data cap and the \$35 monthly price to buy your way out of it, I'm reasonably certain the latter will be the one to increase. Before the end of the decade, 300 GB might not even cover a few days of normal internet usage.

While Apple, Google, and even Microsoft release their latest operating systems for free and launch ever-better hardware devices on an annual basis, Comcast's only real innovations have come from strategies to squeeze money out of both their customers like me and content providers like Netflix. TV manufacturers should be opposed to data caps, since no one will buy their 4K TVs if their data cap limits how much 4K video they can consume. Video game publishers should be opposed to data caps, as gamers will purchase fewer digital games and downloadable content if a single 50 GB game

will eat through 15-20% of their monthly data limit in one shot. Over-the-top content providers should be opposed to data caps, because a cap on consumption

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[Ticket: # 643370 - Comcast throttling data](#)

**Date:** 11/7/2015 3:23:42 PM

**City/State/Zip:** Olympia, Washington 98506

**Company Complaining About:** Comcast

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## **Description**

Comcast is throttling download data to popular game download services such as Steam and Origin. The internet needs to be actually free and actually fair. No caps or throttling.

Also why are you letting them put data caps on peoples' internet in some states? You need to take control of the situation. Grow some balls. The internet is a public good and should not be strangled by greedy corporations like Comcast that have monopolies on fast internet.

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**Ticket: # 643433 - A leaked comcast document proves their data caps have nothing to do with network management**

**Date:** 11/7/2015 3:56:20 PM

**City/State/Zip:** Northbrook, Illinois 60062

**Company Complaining About:** Comcast

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## **Description**

<http://bgr.com/2015/11/06/comcast-data-caps-network-congestion/>

<http://gizmodo.com/comcast-will-cap-more-peoples-data-because-of-fairness-1740913276>

<http://consumerist.com/2015/11/06/leaked-comcast-doc-admits-data-caps-have-nothing-to-do-with-congestion/>

As a Comcast customer in IL, I am deeply concerned about this revelation about Comcast's practices. I would like to urge the FCC to investigate and reprimand Comcast for breaking title 2 regulations with data caps. Comcast has received subsidies to upgrade their networks, but have not only failed to do so, they have acted in bad faith to try to prevent competition from other companies. These documents (images included) prove they admit it is not about fairness or network management, and that it is in fact a data cap. I do not want to see this spread to the rest of the united states. I want to ask that the FCC force them to back down from this policy.

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[Ticket: # 643518 - Comcast data caps](#)

**Date:** 11/7/2015 4:58:57 PM

**City/State/Zip:** Sharpsburg, Georgia 30277

**Company Complaining About:** Comcast

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## **Description**

Comcast charges us for normal internet usage and going over a 'data cap' - this is crap. ZERO other countries in the world have to deal with this crap. This company is a monopoly and needs to be regulated. Or, we need to remove the road blocks to competition...

It should also be noted that Comcast xfinity services don't use data allowances but competing services do. This is NOT the world we want to allow!

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**Ticket: # 643545 - Comcast violating Net Neutrality with new data caps**

**Date:** 11/7/2015 5:10:04 PM

**City/State/Zip:** Memphis, Tennessee 38104

**Company Complaining About:** Comcast

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## **Description**

My name (b) (6). I am writing to you regarding Comcast/Xfinity's 300GB data caps being enacted upon consumers in various markets around the United States on December 1st. I am aware that you have been attempting to open investigations into the cable-based ISPs for using their monopolistic positions to extort unreasonable and unjustifiable fees from customers.

This "trial period" of 300GB data caps establish that if a user exceeds 300GB they will be charged \$50 for every 50GB beyond or one can opt to pay an extra \$30 per month to avoid this cap<sup>1</sup>. These charges are clearly an attempt of Comcast/Xfinity to extort monies from their customer base. Comcast/Xfinity has even gone as far as to admit that this cap is not for technical purposes<sup>2</sup>, and has advised its employees state that this cap and these charges are not for technical purposes<sup>3</sup>. Comcast/Xfinity overcharging consumers with the sole objective of excessive profits is unacceptable. Especially given that many of these markets there are no other ISP providers available to consumers. That is the definition of a monopoly.

Currently, Comcast/Xfinity reports that 98% of its customer base will not be affected by these caps<sup>2</sup>. However, with the rapid rate at which computing advances, including hardware and software, these caps will be easily reached in the near future. Even today consumers' average data usage is increasing due to streaming web pages like HULU and NETFLIX<sup>2</sup>. Further, the soon to come addition of HD 4K video streaming will make reaching 300GB of data common place<sup>2</sup>.

Actions, like these data caps, carried out by monopolistic corporations preying on their customer base, many of whom are still recovering from the recent economic recession, are completely reprehensible, and unacceptable.

Please look into these actions being carried out by Comcast/Xfinity.

Thank you for your time and consideration,

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[Ticket: # 643558 - Comcast data caps](#)

**Date:** 11/7/2015 5:15:14 PM

**City/State/Zip:** Nashville, Tennessee 37215

**Company Complaining About:** Comcast

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## **Description**

I'm paying my service provider extra each month for faster service but am subject to the same monthly data cap as their cheaper services. They impose a 300 GB monthly data cap on a service advertised for 105 Mbits / sec. At that access rate, one could consume the full monthly allotment in about 6 hours.

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[Ticket: # 643613 - Comcast data caps](#)

**Date:** 11/7/2015 6:03:48 PM

**City/State/Zip:** St. Paul, Minnesota 55104

**Company Complaining About:** Comcast

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## **Description**

In trying to become a Comcast cutter, Comcast decides to modify my streaming behavior by adding a data cap then charging extra to remove it. This is to preserve their pay tv fee schedule or subsidising it with higher internet pricing if we choose to watch media through the internet.

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**Ticket: # 643662 - Comcast Internet Data Cap Complaint****Date:** 11/7/2015 6:51:17 PM**City/State/Zip:** Chicago, Illinois 60641**Company Complaining About:** Comcast

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**Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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**Ticket: # 643723 - Comcast 300GB Data Cap is hindering commerce and quality of life**

**Date:** 11/7/2015 7:46:48 PM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** Comcast

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## **Description**

I live in Sumner County, TN and am in an area where Comcast has implemented their 300 GB data cap on home internet usage. I have found that I have to alter my consumer decisions for fear of incurring fees from Comcast for 'consuming' data over the cap. Businesses across the country, both large and small, are losing potential revenue due to Comcast's insistence to charge me for access to the services I've subscribed to or purchased.

This goes beyond simply streaming TV shows. Buying and Xbox One for my son and downloading 1 game with its software updates counted almost ONE THIRD of my entire monthly cap in ONE DAY. We had to adjust our lifestyle for 2 weeks, not streaming video or using other services. I therefore cannot buy games digitally and must buy a physical copy to avoid overage fees from Comcast. I cannot buy digital copies of games that are unavailable for purchase in stores unless I carefully manage my and my family's network use for an entire month. I cannot actively use Google Drive or other similar online cloud based storage and backup services as doing so creates another situation where I could easily go over my data cap unknowingly.

Currently, I have an unlimited Verizon mobile data package. I was grandfathered in before they went to a tiered system. I am now in a situation where my mobile data plan offers me more flexibility and freedom than my home internet connection. I have literally had to transfer large files to my phone's storage to upload into Google Drive using my 4G mobile connection as I was too close to my data cap. If I were unlucky enough to not have my unlimited mobile plan I would have to pay additional fees (I'm sure they do not define overage charges as fees but they are) Comcast in order to conduct my business and personal affairs.

This feels like a work around of the Open Internet recommendations by the FCC. Instead of having a company pay Comcast to have their data delivered to customers in a preferred 'fast lane', Comcast is now charging their customers extra money to access the features and services they have paid other companies for. So, Comcast is trying to place themselves as a middle man between consumers and services that have nothing to do with them as an ISP.

This feels wrong and I feel that my freedom as a consumer is being hijacked, especially when Comcast is the ONLY ISP I am able to use or consider in my area.

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**Ticket: # 643801 - Comcast Data Caps**

**Date:** 11/7/2015 9:01:45 PM

**City/State/Zip:** Colorado Springs, Colorado 80911

**Company Complaining About:** Comcast

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### **Description**

Comcast should not be allowed to put data caps on peoples' usage. Not only Comcast, but At&T and Verizon as well. Comcast is practically a monopoly, being the only option in multiple states, such as Colorado, due to other companies not being able to get to many homes.

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**Ticket: # 643867 - Data caps**

**Date:** 11/7/2015 9:57:37 PM

**City/State/Zip:** Plantation, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

Since October 1st, Comcast has decided to cap our household data at 300GB. We have always had and paid for unlimited data and now we are being forced to pay extra for what we've always gotten. Comcast is offering three months amnesty but is already deciding to charge for overages in December even though this program just started in October, giving us only two months amnesty. Comcast is severely limiting our internet usage and extorting us for an extra \$30/month! Data usage restarts at the first of the month. Before the end on the second day of November our household usage was already measured at 29GB, however when asked about this measurement, no answer was given by customer service. There is no possible way for that to have occurred other than Comcast rigging the meter (which I can never check on the website) because no one was home during those two days. I want these data caps remove and any overages paid before that refunded!

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**Ticket: # 643914 - Data Caps with CableOne Internet Service Provider****Date:** 11/7/2015 10:44:33 PM**City/State/Zip:** Ardmore, Oklahoma 73401**Company Complaining About:** Cable One

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**Description**

CableOne has a few different packages that they offer for cable internet service. The package that the largest number of consumers have is the "streaming" package. This streaming package was 50mb/s downstream and 3mb/s upstream with a 300 gb monthly data cap. CableOne has recently doubled their downstream speeds without updating their data cap. Their "streaming" package, which is one of their lowest packages, now has a downstream of 100mb/s and upload of 3mb/s with a 300 GB monthly cap. If a customer goes over the data cap 3 times in a 12 month period they are automatically upgraded to the next plan. I have spoken to the President and COO of CableOne, Julia Laulis, and she stated that CableOne is not currently looking at addressing the data cap issue. She stated that they could look into this at the future, but at this time they are not looking at this.

Data caps shouldn't be an issue with an internet service provider. It also doesn't make sense for a company to double download speeds if they were having network congestion problems.

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[Ticket: # 643946 - CableOne Internet Data Cap](#)

**Date:** 11/7/2015 11:22:39 PM

**City/State/Zip:** Ardmore, Oklahoma 73401

**Company Complaining About:** Cable One

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### **Description**

I am submitting this complaint because CableOne has imposed a data cap of 300g which I wasn't made aware of when I signed up for the service. My bill has been doubled because of this.

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**Ticket: # 643966 - Concerns regarding Comcast's expansion of Data Caps****Date:** 11/7/2015 11:58:53 PM**City/State/Zip:** Vero Beach, Florida 32960**Company Complaining About:** Comcast

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**Description**

As I am sure you are aware, Comcast has recently announced that they are rolling out new data caps in a number of US markets. While they claim such caps have always been in place and just not enforced, this is a baseless argument because the data caps themselves are the issue, not whether or not this is an unwelcome change.

In an increasingly digital world, broadband has become an essential service for most Americans. As more people begin to rely on the Internet as their sole transport medium for consuming content, it has begun to threaten the revenue streams of media companies such as Comcast, who in this case also happens to provide the delivery mechanism of their biggest competitors. In response to shrinking television and media revenue, they are looking for ways to grow profits, and these caps are nothing more than a profit grab driven by an out of control monopoly.

In a healthy economy, competition would result in alternative services, perhaps those that did not limit the usage of data on the internet. However, the broadband market is dominated by a few monopolies, of which Comcast is one. Absent real competition in many markets, Comcast is left to run wild and charge for the delivery of data, as if it were a finite resource like water.

In my market, I do not have another high-speed provider - AT&T will offer DSL, but at sub-broadband speeds. Effectively, Comcast has a de facto monopoly on broadband in my market. I am left with the choice between no broadband service and the whim of Comcast's pricing, which seems to change as often as the weather. I was previously paying 39.99/mo. for service, then moved and was charged 54.99, 48.99, and now 59.99 for the exact same service. It will go up to 79.99 a month in approximately 5 months due to the expiration of yet another "promotional limited time offer".

There is no doubt in my mind that absent swift and decisive action from the Commission, Comcast will begin enforcing data caps in every market in which they have a strong monopoly in the USA, including mine. Internal Comcast documents have recently surfaced, that if true, confirm this decision has nothing whatsoever to do with network management and is entirely the result of corporate greed. I ask the Commission to demand Comcast respond to such allegations and provide a justification for the sudden enforcement of usage caps for their customers.

Comcast has been using traffic shaping and Quality of Service technologies to manage bandwidth on their network adequately in the past. They claim this move has nothing to do with congestion or network management. It is nothing more than greed, and absent action from the Commission, many Americans will have to choose between submitting to Comcast's capricious pricing policies resulting from local monopolies or be left behind in the Internet age.

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**Ticket: # 643983 - Complaint: Monopolistic Data Price Gouging by Comcast**

**Date:** 11/8/2015 12:56:40 AM

**City/State/Zip:** Greenfield, Massachusetts 01301

**Company Complaining About:** Comcast

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**Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and closed-door contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

In my town of Greenfield, MA, Comcast is the only broadband internet option. In my town, where the per capita income is \$18,830 and 14% of the population lives below the poverty line, access to the Internet is crucial to prevent already marginalized populations from becoming digitally disenfranchised. This access includes streaming video services such as those that provide access to political debates and news outlets, which naturally use a large amount of data.

In my two-person household where both family members work full time, and are thus away from home for the majority of the day, we've exceeded the data cap consistently for the past 6 months simply by using video streaming services and purchasing digital goods that must be downloaded. In the case of digital goods, this data limit acts purely as a tax on our purchase, requiring an additional cost on our books, audio files, video games, and movies and prioritizing the purchase of physical goods.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with mobile data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards, (b) (6)

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**Ticket: # 643986 - Comcast Data Cap**

**Date:** 11/8/2015 12:59:47 AM

**City/State/Zip:** Bel Air, Maryland 21015

**Company Complaining About:** Comcast

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## **Description**

I write to express strong disapproval of Comcast's newly announced data limits. These limits, at 300 GB a month, are, by Comcast's own admission, arbitrary and set purely so Comcast can squeeze more money out of its consumers. Unlike traditional data caps, Comcast hopes its consumers will go over the caps and has no problem with them going over the limit. This demonstrates clearly that Comcast's proposal is not technologically necessary nor motivated by the desire to provide better service. To keep the internet open for all and to prevent businesses from charging exorbitant prices for exceeding arbitrary, unnecessary caps, I strongly disapprove of Comcast's data limits.

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[Ticket: # 644015 - Comcast Data Caps](#)

**Date:** 11/8/2015 2:35:11 AM

**City/State/Zip:** Beaverton, Oregon 97003

**Company Complaining About:** Comcast

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## **Description**

Comcast is attempted to implement data caps across the country for internet usage. This is absolutely unacceptable. The internet is not something that can run dry, it's not a fossil fuel, it's an unlimited resource. Putting data caps on internet data is a clear ploy to try and get people to stop using media services such as Netflix and Hulu, and get them to go back to cable. Comcast, being the monopoly it is in some places, cannot be allowed to implement these caps.

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**Ticket: # 644023 - COMCAST data caps are completely unreasonable**

**Date:** 11/8/2015 3:23:51 AM

**City/State/Zip:** Fort Campbell, Kentucky 42223

**Company Complaining About:** Comcast

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## **Description**

Comcast's arbitrary data cap of 300 GB is unreasonably punitive and does not account for internet users that pay for faster internet speeds. With a 105 Mb/s connection, that is just over 6 hours of downloading. In a month. That is patently ridiculous. I am not a heavy downloader, do not torrent, and do not work from home with large files. I, however, do not subscribe to cable tv, so my internet consumption is higher as a result. My family exceeds the 300 GB cap every month.

Their new rollout of "unlimited data plans" forces customers to pay for something that they should already be afforded. It is price gouging and exploitative of users who, like me, have no choice in broadband internet service providers. I would love to give my money to another company, but the only other option in my area is DSL, which would degrade the quality of my internet availability immensely. So, I am stuck with no options at the mercy of a company who is charging me money, not for any purpose (the caps have nothing to do with network congestion), but purely because they can and there's nothing I can do about it.

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**Ticket: # 644038 - Comcast Data Cap**

**Date:** 11/8/2015 5:52:28 AM

**City/State/Zip:** Acworth, Georgia 30101

**Company Complaining About:** Comcast

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## **Description**

Comcast limits the amount of data I can download over their network before imposing fees to my account. They have told me in the past that this is to limit network congestion and to make the network fair for everyone. In fact it has recently come to light that their data caps have nothing to do with network congestion issues. Please see <https://www.yahoo.com/tech/s/leaked-comcast-docs-prove-300gb-data-cap-nothing-003027574.html>

It appears that comcast and other companies are using data cap fees to force users away from over the internet television solutions such as Netflix and Amazon Prime. Please see <https://bgr.com/2015/10/28/why-is-comcast-so-bad-57/>

I would like you to regulate the internet as if it were a utility and force comcast to remove all data caps. In addition I think comcast should be required to refund any fees that have been collected from its customer base related to these caps. Please. As long as these policies continue we will continue to have some of the worst internet access and options in the developed world.

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[Ticket: # 644172 - Comcast data cap](#)

**Date:** 11/8/2015 11:51:39 AM

**City/State/Zip:** Indianapolis, Indiana 46220

**Company Complaining About:** Comcast

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## **Description**

Comcast new "data usage plan" is proven to not be network strain related based on leaked company documents, these data caps are a blatant attempt to squeeze more money out of people who are using more streaming content then cable content. This is a direct attempt to hurt competition and innovation. When net neutrality was suspended they ransomed netflix and now that net neutrality is back they are ransoming their own customers.

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[Ticket: # 644177 - isp data caps](#)

**Date:** 11/8/2015 12:08:06 PM

**City/State/Zip:** Holliston, Massachusetts 01746

**Company Complaining About:** Comcast

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## **Description**

Comcast and there data caps serve no purpose but to milk more money out of customers such as my self. And with no other option in my area it's not like I can switch ISPs there in all sense of the word have a monopoly which gives me no choice. Stop this data caps, remember you work for the public not for the industry you are supposed to regulate.

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**Ticket: # 644239 - Say no to data caps**

**Date:** 11/8/2015 1:46:25 PM

**City/State/Zip:** West Orange, New Jersey 07052

**Company Complaining About:** Comcast

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## **Description**

Please don't allow Comcast, or any other Internet Service Provider, to impose data caps on internet service. We live in an increasingly connected world where the internet is a vital communication tool. I work from home as a graphic designer so I'm video conferencing, sending files, emailing and researching.

Not only that, but our media is becoming increasingly more "High Resolution." Companies like Netflix, YouTube and Amazon are streaming content in 4K. Files are larger. Software is bigger. Comcast wants to impose 350 GB limit. This is paltry amount.

For example, the new Call of Duty:Black Ops 3 video game is 48.1 GB to download. Now I know a video game might not seem important, but it's a realistic example of how MANY people use the internet.

Also the internet is not the same as a municipal service. It seems logical you pay according to how much electricity or water you use. However, I don't have a \$79.99 buy in just to get water at all. Then they want to charge \$30 more just so I don't have to worry about going over 350 GB. It's a monopolistic money grab, plain and simple.

Please do something to stop data caps.

Thank you.

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**Ticket: # 644365 - Data Caps**

**Date:** 11/8/2015 4:24:21 PM

**City/State/Zip:** Eglin Afb, Florida 32542

**Company Complaining About:** Cox

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## **Description**

When signing up for internet with my current provider, Cox Communications, there was no mention of data caps. Now there are allotted data tiers for each plan, though in my market they aren't charging overage fees yet. My plan, which is a medium tier, includes 350 GB of data every billing cycle (monthly) and every single month we are on the border of going over the data limit. We are not heavy users-- we stream a few shows each day, listen to online radio/music sometimes, and surf the web. If we were to be charged for overages this would impose undue stress on our family and ensure that we could not fully use our services that we're paying for out of fear of an overage. This cap level is too low for a mid-tier plan and would definitely be too low if we participated in online gaming, streaming on multiple devices (we're currently a single television household), or other heavy use activities online.

With increased reliance on cloud based services I have concerns that ISPs imposing data caps will infringe on the ability to seek, use, and create new things, which goes against what we use the internet for. There is no real alternative in our area, as Cox Communications is the sole cable internet provider available to us. The only alternative is DSL from Century Link, which was quoted from them to come with download speeds of 1 mbps. In this modern age I'm not quite sure I can say 1 mbps service is actually high speed. It's bad enough that there is a monopoly on high speed internet access, but the data caps are a new low. Furthermore, it is unfair for some markets to be capped and for others not to be. My standing is that nobody should be capped.

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**Ticket: # 644649 - Comcast 300GB cap, "unlimited" upgrade money grab**

**Date:** 11/8/2015 9:33:45 PM

**City/State/Zip:** Fishers, Indiana 46038

**Company Complaining About:** Comcast

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## **Description**

To be clear, Comcast hasn't brought this to my market YET, but if they continue to go unchecked, it will be here eventually. As you probably know, Comcast is implementing a 300GB data cap, with 50 GB after this cap costing \$10 per 50GB. They are citing "fairness" for this cap, but it is clearly a money grab. There is no technical reason (strain on network, etc) that would mildly justify it -- they are simply trying to get current subscribers to pay more for service they already enjoy. It is much like protection money in the mob heyday, "That's nice data usage you have there... you can pay us an extra \$35 to look the other way."

I'm currently paying \$114 per month for their 105Mbit internet tier. This is Internet ONLY. The cheapest bundle they have with this internet tier is \$139.99. Clearly, they are already actively punishing people who don't buy all of their products -- mainly cable. I haven't had cable tv service for over 10 years. It is a product I don't want, and haven't wanted. I am a "cable cutter" and am proud of it.

However, Comcast has gone out of their way to punish subscribers like myself, as well as try to further punish us with this arbitrary data cap and "unlimited" service. I have unlimited service now, why would I want to pay more for service I currently enjoy?

The biggest issue with this is clear net neutrality violations. Usage of competing streaming services goes against the cap, but any Xfinity service doesn't count toward the cap. They are clearly trying to push people to use their services over third party services with the 300GB cap.

Back when the service was analog, I could maybe understand a separation. However, their cable boxes are literally a specialized cable modem (it gets an IP address on their network). All of their content is delivered digitally... which means all of their content is technically streamed -- streamed and not counted with their usage caps.

Please consider shutting down these predatory business tactics. If there was another service that could give me similar speeds I would readily switch, but I'm stuck with Comcast for the time being.

Thank you for your time.

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**Ticket: # 644815 - Comcast Data Caps Unfairness****Date:** 11/9/2015 2:59:03 AM**City/State/Zip:** Lauderdale Lakes, Florida 33319**Company Complaining About:** Comcast

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**Description**

I live in South Florida (Lauderdale Lakes, FL) and we have just begun a new 300GB Comcast Xfinity data cap which serves just to put more money in Comcast's pocket yet allows their own services to go uncapped. But if I were to create the new or future YouTube my service would not be given the same cap bypass. I use a lot of data and Comcast has always stated that the service was unlimited, then they started a 250GB soft cap, which wasn't being enforced. This is ridiculous as they are not doing it for the betterment of their network but rather to make more money. I wouldn't care so much as I would simply switch services but they are the only game in town! U-Verse is not available here and there are no other options. I do some work from home and I am always reaching the cap. I am forced to not use the internet so I don't have to pay more for a service which has a monopoly on this area, which is just plain wrong! And I have called and complained but they have no way to opt out of their "test" area deployment.

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**Ticket: # 644864 - Comcast Data Caps**

**Date:** 11/9/2015 9:13:04 AM

**City/State/Zip:** Bellefonte, Pennsylvania 16823

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 645010 - Comcast data caps](#)

**Date:** 11/9/2015 11:02:24 AM

**City/State/Zip:** Miramar, Florida 33027

**Company Complaining About:** Comcast

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## **Description**

comcast has implemented a 300gb data cap on my internet usage in my area. we are rapidly moving into a future where we are using more and more data each year. they have failed to provide speeds they advertise, im currently on a 75mbp service and have yet to see that speed, i've had speed as low as 5mbp to 55mbp. why not go to another ISP you ask, well i would if comcast didn't have a monopoly in my area, comcast is the only ISP in my area so we as customers have no choice. comcast has said this is a trial run, but doesn't give its customer the choice of whether or not they want to participate in the experiment. i believe this is unfair practice and comcast is punishing its customers.

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**Ticket: # 645123 - Comcast**

**Date:** 11/9/2015 11:44:35 AM

**City/State/Zip:** Monroe, Washington 98272

**Company Complaining About:** Wave

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### **Description**

Personally, I feel it's just not right how hard Comcast in particular is screwing their customers over. Particularly in regard to data caps. They themselves concede caps have nothing to do with congestion. it's all a big ploy to stake more money from the American people.

I too suffer caps on Wave internet. It sucks.

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[Ticket: # 645103 - Data caps](#)

**Date:** 11/9/2015 11:38:33 AM

**City/State/Zip:** Wyoming, Michigan 49509

**Company Complaining About:** Comcast

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## **Description**

Comcast is adding data caps for no other reason than to punish people leaving TV cable service in exchange for streaming services. This type of behaviour coupled with the fact that many people do not have any second option of provider, is extremely anti-consumer and is nothing more than a money-grab from their perspective. They and all other (wired) providers should not be able to impose/enforce data caps to the open internet.

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[Ticket: # 645111 - Comcast data caps](#)

**Date:** 11/9/2015 11:42:26 AM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

There are numerous resources stating that Comcast has been allowed to enact data caps on certain cities. This is unfair as most of these cities do not have stable alternatives to the U.N. declared human right , the internet. This is clearly a monopoly and serves no purpose but to increase the linings of the big wigs that continue to purchase political favors like legislation preventing competition in their markets. Please fight on the peoples behalf to not only remove data caps but increase competition so that we can finally move forward as a nation of forward thinking and not one where the CEO's design ways to take more money from the working class.

I supplement my income by working at home on the computer. This requires constant upload/download usage. Most webpages DESIGN autoplay videos and Windows 10 has been under fire for automatic updates. These are things not within my control but Comcast gets to charge me extra when these two alone fill up my 'quota'. My quota that only a few cities in this country get to be bullied into. Now they want to expand... what is going on with monopoly laws in this country?

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[Ticket: # 645256 - Comcast data caps](#)

**Date:** 11/9/2015 12:33:23 PM

**City/State/Zip:** Roseto, Pennsylvania 18013-1209

**Company Complaining About:** Comcast

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## **Description**

With all the issues about Comcast imposing data caps on customers, I'm getting concerned about my own ISP. I'm currently with RCN and have no complaints about them whatsoever. I want to voice my complaint about Comcast though because if they can impose data caps, which are clearly harmful to the consumers, without any penalties, what is there to stop other companies from doing the exact same thing. The data caps serve no purpose other than to increase profits. If I were a Comcast customer, I would be totally outraged to have a data cap imposed among many other reasons.

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**Ticket: # 645190 - Comcast Data Caps**

**Date:** 11/9/2015 12:13:01 PM

**City/State/Zip:** Tuscaloosa, Alabama 35476

**Company Complaining About:** Comcast

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## **Description**

A data cap has been instituted by Comcast in my area. When I am at home there is no way that I can stay under this 'cap.'

By Comcast's own admission, this is not about their capacity and is not a cost issue for them. I would love to switch a different provider-I have had excellent service in the past from both Charter and ATT U-Verse. However, Comcast has a monopoly in my area and therefore has no incentive to deliver good service. They are simply price-gouging to make up for lost revenues due to people switching to services that are better than their cable service. I probably would not have switched away from cable if they had better customer service and competitive prices. This is anti-competitive behavior and something needs to be done.

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**Ticket: # 645211 - Comcast internet Data Caps And Speed**

**Date:** 11/9/2015 12:18:16 PM

**City/State/Zip:** Fort Lauderdale, Florida 33301

**Company Complaining About:** Comcast

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**Description**

Comcast is claiming that I downloaded 300gb of data in 6 days of my monthly bill I am currently paying \$80 a month and I live in their new "data cap" area in Florida. as a result they are now charging an extra \$30 a month saying that I went over my limit. First off there is no WAAAAAY I went over that, and there is no actual way to see my usage and they have yet to prove their meter is accurate.

Second Complaint:

I pay for blast internet which is supposed to be speeds of 60mps a sec. every speed test that I have done says I am getting 1-3mps a sec. When I called several times the only answer I get was..we will send a tech out for \$80 and troubleshoot your problem.

Bottom line there service is flat out FALSE ADVERTISING and they are robbing people blind with the ultimate stall tactic. Really horrible customer service to the point that you never actually talk to someone that can solve the problem and you have to hang up the phone because you have been on hold for 3hrs.

All is what they advertised and what I am paying for which I have yet to receive in the 1 year Have ad service. I wish I could switch but there is no other option. HELLLLO Monopoly, don't we have laws against this?!

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**Ticket: # 645264 - 300GB Data Cap / Predatory Pricing****Date:** 11/9/2015 12:35:13 PM**City/State/Zip:** Marietta, Georgia 30062**Company Complaining About:** Comcast

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**Description**

I have recently learned that I am subject to a data cap from Comcast, my internet provider. At absolutely no point during the process of signing up for my service did I learn that I would be operating under a cap. This violates the contract under which I pay 40\$ a month for my internet service. They intend to charge me a fee if I go over the cap. I occasionally work from home, and my fiancée takes classes online. This hampers our ability to function in my job and her school. In addition, we use Netflix and Amazon Prime, competitors to Comcasts Xfinity business.

It appears that Xfinity does not count towards the data cap. Since Internet access is necessary to function in our world this seems like a blatant anti-trust violation, forcing us to use a product we don't want in lieu of better streaming services. Xfinity is clearly a scam - we supposedly have access to this service, but have to pay additional amounts to stream anything.

The second part of my complaint regards Comcasts predatory pricing practices. I signed up to receive my internet service at 25 mbps at 40\$ a month. Recently I got a call from a Comcast representative stating that my 'promotional period' was ending, during which they tried to upsell me to cable service I didn't want to get a bundle at a higher price than I pay now. If I do not do this, I will be charged nearly double for my internet at the end of this 'promotional period'. At no point while signing up was I informed this was a promotional price, and this information appears nowhere on the billing page, so I had no idea. I feel that this is a complete ripoff - Comcast lured me in with an artificially low price. If I had known the true price, I would have gone with another provider from the start.

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**Ticket: # 645276 - Xfinity Data Caps**

**Date:** 11/9/2015 12:36:53 PM

**City/State/Zip:** Smyrna, Tennessee 37167

**Company Complaining About:** Comcast

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## **Description**

Comcast is using their monopolistic position in the market to stifle innovation and punish people who simply want more choices as to where they get their content. It is sickening to me that they are aloud to bully their customers without the FCC doing anything. Fining them a million dollars is just laughable to them. Now if I could switch providers, I would, but thats not exactly possible. The Data Caps are used to hurt the customer and benefit the bottom line. They are designed so that virtually anyone who uses common day websites, will go over the cap and subsequently be charged. Please do something about this greedy company.

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**Ticket: # 645375 - Data Cap**

**Date:** 11/9/2015 1:01:50 PM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

Instituting a data cap on all their customers is a ridiculous way to institute "fairness." Internet is not a finite resource and a data cap doesn't address the problem of accessibility in any way. Peak hours will still be peak hours.

This is a despicable way of squeezing more and more money out of customers who have chosen to "cut the chord" and not use cable TV services. After all, these are the main types of people who will be affected by this change. Comcast is simply shifting the decline of its outdated product (wired television) and placing that burden on those that have simply adjusted to a more effective, convenient, and cost-effective way to access their entertainment.

There is no reason to charge \$30 (in essence, nearly doubling my bill) to get something that I was receiving at no charge previously. These things are only made worse by the recent information that has come out regarding the company's internal documents discussing the matter.

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**Ticket: # 645641 - Broadband Cap and Net Neutrality**

**Date:** 11/9/2015 2:21:49 PM

**City/State/Zip:** Tavernier, Florida 33070

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast subscriber in an area that has few other options. Recently they decided to test the market and essentially strong arm their consumers into paying an additional fee by imposing an artificial broadband cap. In addition, by doing so they intentionally present a net neutrality issue because they are forcing consumers of their internet service to avoid streaming services that might push them over their data cap and forego them for the services that Comcast provides, more specifically, on demand video that does not count against the cap, even though they are running through the same data pipe. To my best knowledge there is no issue with congestion that really justifies their new data cap, it appears to be both a strong arm act to get lots of fees from customers or stifle the competition's access to Comcast customers.

In any event, both are garbage reasons and due to the fact that they are quasi monopoly in our area I would appreciate the FCC look into this matter.

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**Ticket: # 645763 - Comcast Data Limits****Date:** 11/9/2015 2:51:08 PM**City/State/Zip:** Pacifica, California 94044**Company Complaining About:** Comcast

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**Description**

I am deeply troubled by Comcast's behavior in recent months. As I'm sure you are aware, they are instituting data caps in test markets and are currently expanding those tests to new markets. While I am fortunate to live in an unaffected city, I, like most Americans, am unfortunate enough to have only one option for internet speeds in excess of 10 Mbps. I am currently using in excess of 450 GB per month of data and if the data caps are enforced in my city I will have to curtail my internet usage or pay excessive fees. It was just recently revealed that these new limits are not associated with data management, leaving myself and many others to believe the only purpose is to find an excuse to charge customers who have decided to not subscribe to their TV service (and thus use streaming services exclusively). Please help protect me from Comcast using it's monopoly powers to extract more money from me.

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[Ticket: # 645764 - Comcast data caps](#)

**Date:** 11/9/2015 2:51:23 PM

**City/State/Zip:** Chattanooga, Tennessee 37343

**Company Complaining About:** Comcast

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### **Description**

They are just getting more money to put data caps on the internet. I  
They should not be allowed to get away with this action.

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**Ticket: # 645788 - Comcast Planning Data Caps**

**Date:** 11/9/2015 2:59:27 PM

**City/State/Zip:** Somerville, Massachusetts 02144

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Because Comcast has a monopoly in my area, it is impossible for myself and many others to switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b)

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**Ticket: # 645801 - Comcast Data Caps are a metered usage program for a service considered a utility. Where is the oversight or competition?**

**Date:** 11/9/2015 3:03:49 PM

**City/State/Zip:** Dearborn Heights, Michigan 48125

**Company Complaining About:** Comcast

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## **Description**

The Comcast data caps being rolled out in new major cities has taken things too far. While my service area is not a Comcast region, it will not be long before other ISPs begin to roll out similar offerings. This is a problem. I'll outline why below.

1. Lack of competition. ISPs have been pseudo-monopolies in that while they receive federal and state level aid for infrastructure growth, competitors are typically restricted or targeted with unfair and non-competitive economic hurdles. We see entire regions of the country with ONE sole high speed option, or regions where the choice between satellite (technically not broadband due to speed and reliability issues) and a major telecommunications provider (Comcast, Time Warner, etc) offer no actual competition.
2. Data caps are a clever way around Net Neutrality and are specifically targeted at streaming services. These are the same services that Comcast specially targeted with their internet fast lanes.
3. There is no congestion issue whatsoever. This metered service could be considered legitimately if the cost of data by individual usage of was something could impact Comcasts bottom line. However, unlike a power company, there are no additional sources of fuel that must be consumed to offer additional data. On the contrary, an ISPs major costs are static, primarily involving infrastructure costs and personnel (including licensed software and services). Thus, a metered service (or tiered) pricing model can be nothing other than a business decision.
4. Tying it together. Why is a corporate entity allowed to meter our usage to a basic human necessity without being considered a utility? Where is the state or federal oversight? Where is our option for competition, as a consumer, if Comcast is not considered a utility but a corporate service provider?

Please do not ignore this issue. The future of the Internet has never been more important. It offers freedom for those without a voice. It's an education tool used by millions. It's the single most impressive achievement the human race has accomplished yet, allowing us to come together for the first time in our species history and collaborate like never before. Restricting access to these services, even those primarily for entertainment, is a slippery slope that will likely lead to regression.

Thank you.

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**Ticket: # 645892 - Comcast anti-competitive behavior in regards to "soft"-limits on data consumption**

**Date:** 11/9/2015 3:27:01 PM

**City/State/Zip:** Orland Park, Illinois 60462

**Company Complaining About:** Comcast

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## **Description**

Before I begin, I would like to stress the point that I work within this industry as a software engineer, focusing primarily in web applications. I understand the subject matter far more than the average user, and understand the ramifications of letting this anti-competitive behavior stand a great deal more than the average consumer, who can be swayed with Comcast's argument of "it is more 'fair' for the consumer".

While I am in a market that is not currently "capped" - which, regardless of the talking points Comcast may use, this is definitely a cap.. if not a literal one, a financial one - the usage limit in my area is "currently suspended". When I heard that Comcast is using the lack of complaints about this cap in "trial areas" (read: areas that are "currently suspended") as justification for a data cap, I felt the need to lodge a complaint.

These caps are anti-competitive, and serve only one purpose: punishing those that have stopped consuming media through traditional Cable television. According to Nielsen, the average American consumes 5 hours of television a day, working out to an average of 150 hours a month. If applied to a "cord cutter", or someone that consumes all of their media through streaming video rather than Cable television, that 150 hours of media consumption works out to approximately 450GB of data - according to Netflix's metrics on average HD bandwidth usage per hour of media. This puts your "average" cord cutter - using the "average" amount of media consumption, nearly 100GB above Comcast's "fair" data threshold, meaning they either pay \$30 extra per billing period - assuming likely scenario of the user in question using the internet for anything outside of standard Netflix streaming, putting them over that 450GB usage - or paying \$35 for "unlimited" internet usage.

This behavior is, as I've said, anti-competitive. It is anti-competitive because Comcast is directly competing with these services that use the most bandwidth - Netflix, Hulu, Amazon, and YouTube. As a cable provider, Comcast has lost a significant amount of revenue to these cord cutters, steadily decreasing in total video subscribers from around 24 million in 2009 to 22 million in May of this year. By setting the available bandwidth usage so low, they are, I believe, attempting one of two things: offset lost revenue of users foregoing cable packages by charging them more to consume media, or convincing users to consume more "traditional" media. I also worry that Comcast will use these newly-created bandwidth caps to start selling their own competing services (such as Hulu, which is owned in part by NBC - a subsidiary of Comcast) as "unmetered" - or usage that won't count towards a user's monthly usage - something that would be nearly as anti-neutral as "fast lanes".

At the end of the day, Comcast is doing nothing but setting up a toll gate before a toll gate - charging the customer to connect to a service, than collecting more money to actually use that same service. According to numbers pulled off an old earnings report from another major cable/internet company from ten years back, the real cost (back then) of data usage was somewhere in the range of \$0.02

per gigabyte. Given the prevalence of more long-haul dark-fiber lines, that cost has likely decreased significantly. The real cost of broadband is overall network throughput - a cost that has much more to do with actual network utilization over a particular user's data usage. A limit on data makes some sense for mobile providers, but is nothing more than a money-grab for wired providers.

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**Ticket: # 646022 - Data Caps**

**Date:** 11/9/2015 3:56:12 PM

**City/State/Zip:** Champlin, Minnesota 55316

**Company Complaining About:** Comcast

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## **Description**

Not only does the general populous have to deal with throttling, unfair if not illegal competition within the market, and overpriced services.. Now we just deal with data caps as if they provide any benefit to anyone besides the wallets of the Comcast and the likes. It does not improve connection for those using less and it does not spread fairness. It is unfair to all of us that are forced to put up with such terrible policies. In a world where internet has become more and more widespread and necessary are we trying to withhold people from being able to use it?

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**Ticket: # 646097 - Comcast capping internet data**

**Date:** 11/9/2015 4:20:17 PM

**City/State/Zip:** Campbell, California 95008

**Company Complaining About:** Comcast

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## **Description**

I was about to switch internet providers when I came across several news articles about Comcast capping data plans. I think this is absolutely ridiculous. Apparently they're in a "trial" phase regarding these caps, but this "trial" has been going on for 2 years.

This seems like another way Comcast is trying to control user's access to internet content. It didn't work when they tried to control access by cutting off the content provider (which the Net Neutrality rules thwarted) so now they're trying to control access at the consumer level.

Fortunately, I am not in an area where the data caps are being enforced, but I can guarantee I will not support such a company that tries to sneak its way around the Net Neutrality rules. I would appreciate it if the FCC looks into this matter.

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**Ticket: # 646136 - Unreasonable billing policies for data caps.**

**Date:** 11/9/2015 4:35:33 PM

**City/State/Zip:** Fargo, North Dakota 58103

**Company Complaining About:** Cable One

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## **Description**

Upon signing up for service with my ISP, CableOne, I was informed that there was not any data cap policy in place, and there weren't plans to implement such a cap. They described them as "data use guidelines," but I was assured that they weren't enforced other than an email notification stating you went over the recommended limit. I received several notices over the next months that i had exceeded the recommended amount, but given the information that the cap wasn't going to affect my service nor my monthly bill, I ignored the emails.

The third month i went over my limit, the notice said that I would be forced to upgrade my plan to continue my Internet service. CableOne is the only available ISP in the region to my knowledge, and the only one available into my building. I called to receive details, and I was informed that since my peak consumption was over 600GB a month, I had to purchase the "700GB plan" for \$160 per month. (Nearly triple what my previous bill was). They went on to "clarify" that the data cap had always been in place, they only recently started enforcing the policy. This enforcement of the policy occurred with ZERO notice to me. Their emails that informed my i was going over the recommended limit did not contain language that indicated the policy was being enforced, nor that my service bill was going to be triple.

When I asked if i would ever be able to downgrade, I was informed that I would have to pay for the 700GB plan for 3 months, AND i would have to keep my data usage under 300GB for each of those months. At that point, I could "file an appeal" to ask permission to downgrade my service.

I have attached three emails i received. The first notice is very passive, and indicates ZERO responsibility or action. The second email is a little stronger, but it still is a recommendation that i would need to upgrade.

The third email demands and orders that in order to continue, I had to upgrade.

We live in the 21st century, it is the year 2015 for ██████ sake. Data caps are a thing of the stone age. Systems to combat abuse should be in place, but we live in a world dominated by 1080p and 4k video, live streams, movie downloads, music downloads, music streaming, and online gameplay. Information on demand. If Cable One cannot provide service that keeps up with the current world we live in of information on demand, they do not deserve to be in business.

Cable One is restricting, hindering, and obstructing my access to the internet by implementing (back-handedly) data caps that restrict my access to the internet, and do not allow me free and open access to the internet and the content that this entails.

Thank you very much for your time.

Cordially,

(b) (6)

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**Ticket: # 646595 - Comcast Data Caps**

**Date:** 11/9/2015 6:48:19 PM

**City/State/Zip:** Cordova, Tennessee 38018

**Company Complaining About:** Comcast

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## **Description**

I sent a complaint a few months back about comcasts data caps, since this has occurred I can no longer read my internet usage meter on their website as they have disabled it. It still isn't addressed and the call I received from comcast was just a guy yelling over me to tell me what he has to be reading; he refused to listen to my complaint and just pushed his agenda. Now the issues are more apparant, I still have to worry about what I download digitally, for instance I just purchased a game that is 30 gigabytes, now my monthly usage is down to 270gigabytes. Yes I could go to a store and buy a physical copy but the ease of the digital download is fine. Second comes along is that to continue playing my games sometimes I receive updates, last month I got updates probably over 40 gigabytes from games alone. I also stream netflix, which I have already lowered dramatically to help combat this data cap issue. Why is a company that is the only cable provider in my town forcing me to use alternate means of purchasing what I want. They are affecting how I have to manage everything that has to do with online and the only thing they have offered me now is to pay \$30 more for unlimited access, which I had before they implimented my data caps in the first place!

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**Ticket: # 646621 - Comcast Data Cap**

**Date:** 11/9/2015 6:54:50 PM

**City/State/Zip:** Indianapolis, Indiana 46268

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 646622 - Suddenlink Data Caps and code injection****Date:** 11/9/2015 6:55:02 PM**City/State/Zip:** Mountain Home, Arkansas 72653**Company Complaining About:** Sudden Link

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**Description**

To make it brief since I know you have to be swimming in complaints already, Suddenlink's data caps, slow speeds, lack of competition and false advertisement need to be addressed.

Where I live there is pretty much no actual competition for internet. The only other providers in the area are either Dial-up or Satellite internet. The only other ISP that comes close to broadband speeds is CenturyLink, who does not sell their fastest internet without a landline and is only available on contract at half the speed and with caps as well. Due to the nature of DSL, if you are even able to get the service (being within range of a DSLAM) you're paying for half the speed at the same price.

There are also constant speed issues and connection problems with Suddenlink. I pay for 50/5mbps but frequently I only get between 30-34mbps. That's when the service isn't randomly off for hours or getting speeds >1mbps for hours. This happens often on off-peak hours in a already small city. Any attempt to get the problem fixed or addressed is usually met with hours of back and forth and then "We don't detect any issue on the line". The issues extend to the TV service as well which frequently cuts out for 10-20+ minutes at a time, day and night. That's not to mention that they have removed almost ~40 channels in the last year from the service without notice.

Lastly I want to touch on the issue of false advertisement. In none of their commercials, flyers or on their website are their data caps or "Allowance Plan" mentioned. We had no idea there were any caps until we got hit with our first usage fee of \$30. Since then (for at least a year) it's been an extra \$10-40 on top of what we already pay for overage fees. Because of the fees we already have to choose not to use some services like Netflix to keep costs down. Rather than the fast lanes they wanted they basically are limiting customers to only using between 1-2% of their connection, charging for more and seemingly pocketing the profit while not investing in their infrastructure or lower prices (which in fact have been raised multiple times). All that and they have resorted to injecting unsecured code into the web browsing, even when not using their DNS servers to scare the user into upgrading to more expensive packages.

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[Ticket: # 646696 - Comcast](#)

**Date:** 11/9/2015 7:27:40 PM

**City/State/Zip:** Boynton Beach, Florida 33435

**Company Complaining About:** Comcast

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## **Description**

Comcast is leveraging its monopoly to extort it's clients through various means such as throttling, data caps, extra charges for 'over usage' when anyone with any working knowledge of internet infrastructure knows that this is not fact.

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**Ticket: # 646737 - Comcast Data Caps**

**Date:** 11/9/2015 7:43:28 PM

**City/State/Zip:** Little Rock, Arkansas 72227

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer, which will affect me personally in Little Rock, AR. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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**Ticket: # 646766 - Comcast's use of data caps**

**Date:** 11/9/2015 7:54:05 PM

**City/State/Zip:** Columbus, Ohio 43206

**Company Complaining About:** Comcast

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## **Description**

Comcast is expanding its data caps on internet usage. This is a dangerous precedent to allow being set. Comcast has previously proclaimed that there are technical reasons for this (there are none) and is now spouting "fair use" as its motivation. In addition, it insists these are not data caps because customers are not de jure prevented from accessing over a certain amount of data per month, but customers are de facto prevented by financial coercion.

In addition to being of questionable legality, these data caps are a blatant attempt to force current customers to pay additional costs for existing services. The users receive no added benefits while the provider receives additional profit for fewer services. It is also worth noting that Comcast provides data that does not count toward the cap, violating net neutrality.

Finally, Comcast is purposely introducing these access restriction policies in areas of the country where judges are more likely to rule in Comcast's favor in case of a hearing, either because of political payoff or previous rulings. This is deliberately taking advantage of the complex judicial system and is not in the favor of the established principles.

This precedent must not be set for ISPs or American runs the risk of falling even further behind in the worldwide technological race. We are already embarrassingly far behind many other countries in both internet accessibility and performance. Do not allow Comcast to set us even further behind.

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**Ticket: # 646848 - Comcast Unfair Competition and Data Caps****Date:** 11/9/2015 8:14:13 PM**City/State/Zip:** Knoxville, Tennessee 37924**Company Complaining About:** Comcast

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**Description**

Comcast counts any Netflix or other online streaming media toward my data cap of 300 GB, but they don't count their own Xfinity TV app traffic toward that cap. This allows them to compete unfairly in the market, and there is no other broadband provider in my area. Additionally the data cap is an unfair burden on the consumer because there is no efficient means to manage a cap as a family. If we aren't on a browser (i.e. streaming through Roku/Amazon Stick), we have no visibility that we are even approaching our cap.

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**Ticket: # 647087 - Data Cap in the area of Greenville, NC**

**Date:** 11/9/2015 10:09:34 PM

**City/State/Zip:** Greenville, North Carolina 27834

**Company Complaining About:** Sudden Link

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## **Description**

Sudden Link has had a data cap that is so easily passable for years now. Every month I have to stop myself from going on the internet, or downloading things just because I don't want to over the limit and pay the extra money.

I have friends that go over the cap every month and have to pay so much extra money each month, practically doubling their internet bill.

While they don't quite have a monopoly on the area, it is very close to it, as they are the only, and I use this term loosely, reputable company in the area. This has led to me having no choice but to go with them if I want high speeds and support that answers the phone.

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[Ticket: # 647094 - Comcast Data Caps](#)

**Date:** 11/9/2015 10:14:16 PM

**City/State/Zip:** North Huntingdon, Pennsylvania 15642

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are limiting the one part of our economy that isn't floundering. They are making you pay data usage in a new world where you constantly send and receive data. The internet and streaming services and gaming are the way of the future and comcast is trying to hamper that

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[Ticket: # 647112 - Unfair data cap](#)

**Date:** 11/9/2015 10:27:17 PM

**City/State/Zip:** Tucson, Arizona 85745

**Company Complaining About:** Comcast

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## **Description**

I'm opposed to the usage of data caps on home internet. Comcast ONLY advertises bandwidth, with the total amount of data as a small footnoted comment, in fact, it's incredibly difficult to find any evidence that it exists (see attachment). When you advertise bandwidth as Comcast does, you are essentially advertising the flow rate of the pipe. To say they're putting a cap on the amount of data is irrelevant when they sold you bandwidth. Flow rate does not equal amount of data transferred. They are selling you a flow rate because that's how data networks work. They have capacity on how quickly it can process data.

Secondly, if data caps are the new wave of enforcement, why is it so difficult to view my current usage? Attached is a screenshot taken around 7:00PM of my data usage meter. I had to call to get them to inform me of my current data usage for the month.

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**Ticket: # 647115 - Comcast Data Cap**

**Date:** 11/9/2015 10:29:51 PM

**City/State/Zip:** Berkeley, California 94708

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

(b) (6)

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**Ticket: # 647137 - Comcast Internet Data Caps**

**Date:** 11/9/2015 10:42:43 PM

**City/State/Zip:** Pittston Twp, Pennsylvania 18640

**Company Complaining About:** Comcast

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## **Description**

Hello,

I'm writing today after seeing the news that Comcast is rolling out usage caps on internet usage in 8 new markets as of December 1st. It is not in my area yet, however this is a slippery slope that must be stopped. Comcast as a company has admitted that the data caps serve no technical purpose, and it's simply a money making opportunity -- They're using this to charge an additional \$35 per month for the same level of access these customers currently enjoy!

I'm in a "when they come for me, there will be no one left to complain" situation, and I would greatly appreciate you looking into this and banning data caps for landline internet usage.

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[Ticket: # 647214 - Comcast Data Cap](#)

**Date:** 11/9/2015 11:51:56 PM

**City/State/Zip:** Colorado Springs, Colorado 80904

**Company Complaining About:** Comcast

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### **Description**

I am concerned about Comcast's new data-cap policy. As a first year teacher I spend a lot of time online finding new resources, both for my students, and myself as I hope to improve as an educator. The new data cap would greatly infringe on my ability to perform my job to the best of my ability.

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[Ticket: # 647275 - Comcast data caps](#)

**Date:** 11/10/2015 12:54:16 AM

**City/State/Zip:** Seattle, Washington 98107

**Company Complaining About:** Comcast

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## **Description**

Comcast!!!

Their new 300gig data cap is absurd!!

It's like a work around for fast lanes which are against open internet!

You pay for Internet and they charge you more money if you go over a certain amount. The only way something like this would be prudent is if they were dealing with over congested Internet but they have clearly stated that it has nothing to do with over congestion!

Please help before all shareholders of other ISP's follow in their footsteps and Internet plans become more like over charged and fee'd cell phone planes!!

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**Ticket: # 647261 - Comcast data caps**

**Date:** 11/10/2015 12:37:16 AM

**City/State/Zip:** Houston, Texas 77037

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast has recently announced plans to begin enforcing a 300Gb per month data cap on a great part of its internet customer base. I find this change extremely concerning as I see no reason why it will not expand this to its entire customer base and that other companies won't follow suit. Due to service monopolies, limited options, and shady contracts it is difficult if not impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to reverse this action and stop this trend before it worsens or widens. The internet is not a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once internet usage caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Regards,

(b) (6)

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[Ticket: # 647536 - Comcast Data Caps increase my partner's costs to get medical care](#)

**Date:** 11/10/2015 10:42:18 AM

**City/State/Zip:** Davie, Florida 33324

**Company Complaining About:** Comcast

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## Description

My partner, (b) (6) has a chronic illness and is partially disabled. Some of the specialists she sees for care are hundreds of miles away- in New York and Hawaii. Because of practicality issues- there are many appointments which must be done via video streaming with apps like Skype. This new data cap of 300GB is unrealistic and is forcing my partner's bills to spike. Considering the amount of record profits Comcast has been reporting this is an absolute outrage. This is the third report I've sent. The first two went unanswered.

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**Ticket: # 647575 - Comcast Data Caps****Date:** 11/10/2015 11:00:18 AM**City/State/Zip:** Little Rock, Arkansas 72212**Company Complaining About:** Comcast

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**Description**

I'm one of the many who live in Little Rock, AR and am extremely concerned involving the data cap enforcement of Comcast the beginning of December. There are a multitude of reasons to go against this behavior.

1. Implementation: They are only sending an email to consumers regarding this change, and it is sent to their Comcast email. I guarantee a majority of people never look at their Comcast email, in preference to other email providers and will be caught completely unaware.

2. Realistic usage. As us citizens are moving forward in the digital age, we rely on our home based Internet more than ever. Families use it to home-school or supplement school lessons to their children. We also more commonly work remotely if our job can be, which takes up Internet. Media sites gain popularity as consumers prefer to pick and choose their consumption or they might not want to mess with the excessive extra fees from television services, why pay for 44 channels + fees when you watch a total of 2 shows?

3. There is no logical reasoning for enforcement other than trying to make more money off the consumer. Comcast might try to argue they want to make those who use more pay more, but why not make those who use less pay less? Either way if they were concerned about congestion at all which would affect the cities access as a whole, they would not even offer an unlimited option for an extra \$35. Yet they make this offering easily, and with many people not being aware, will incur an extra fee/ have to tell their family to stop their normal habits. We know that transition will be painful seems many likely have Internet Addiction without realizing it. This will cause an expensive health backlash over the next couple years, constantly growing in cost. Comcast may say an average of 8% will exceed the cap, but they purposely do not mention how with increased media(4K television and shows, VR, etc) will consume more Internet setting them up for higher profits a year or two down the line. In terms of Net Neutrality, this means if online media (Netflix, YouTube, Even local Colleges) will have to pay Comcast to not penalize consumers for using their broadband.

Overall, I believe the enforcement of data caps as a whole in this manner is against Net Neutrality, Adds excessive costs to healthcare, and as a whole is a detriment to society.

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**Ticket: # 647636 - Comcast Trying to Quietly Roll Out "Data Caps"; Limiting Data Usage**

**Date:** 11/10/2015 11:22:32 AM

**City/State/Zip:** Wyoming, Michigan 49519

**Company Complaining About:** Comcast

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## **Description**

It has come to my attention that Comcast/Xfinity has been prepping to limit the data usage of all of its customers soon. They are in fact already trialing this data threshold, aka Data Caps, in certain areas and have already put something on my account without even telling me.

The exact text I can see on my data usage page is "Note: Enforcement of the 250GB data consumption threshold is currently suspended."

Comcast has not been telling their customers outside of their trial areas about their plans to soon limit data usage and this is unacceptable. The only reason anyone is hearing about this is due to the many customers complaining and it getting national attention through large media sites. I can assure you that Comcast has made no attempt to inform me about their plans to limit data usage if they succeed and most likely would not have told me until they decide it works and tell customers of their plans right before they roll it out.

We need to let Comcast know that this is unfair and unjust. At least, in the aspect of limiting data, if they plan on limiting non-trial areas to 250GB they should not be charging \$80.00 for Blast plans alone. I have attached how they describe their blast plan below as well. If they really expect consumers to "stream & download HD shows, game online" and are expecting "Households with 3-5 devices online" to use their service, there is no way the current proposed data thresholds/caps would hold up. In fact, with just 2 devices connected my fiance and I used over 200GB last month just playing games online and watching YouTube, and we aren't even home on the weekends most of the time.

I have attached a screenshot showing what I can see on my data usage summary for comcast that I mentioned before regarding the 250GB threshold. I know I'm not the only one to complain about this. In the era of digital downloads for gaming, streaming any content, or just watching videos, this is unacceptable. I also have their cable service so I do know that they are not losing money on me there.

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**Ticket: # 647821 - Comcast data caps - Comcast admits its not due to congestion**

**Date:** 11/10/2015 12:33:39 PM

**City/State/Zip:** Fort Lauderdale, Florida 33309

**Company Complaining About:** Comcast

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## **Description**

Comcast implemented data caps in my area (South Florida) as of October 1, 2015. They keep citing the fact its due to only a small number of users who make it "unfair" for others.

However, leaked documents show this isnt the case- and they teach their reps to acknowledge this as well.

There should be no reason that Comcast be allowed to extort users for the same level of service at an increased price by selling an "unlimited" option for \$30 more a month.

This industry needs to be more regulated and not be the wild west of ripping people off who have no other competitive option.

Comcast either needs to end the caps, or move them up in order to keep with the times... they are clearly doing this to get back at people "cutting the cord" and using streaming services such as Netflix and Hulu.

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**Ticket: # 651030 - Data Caps on Service for Cable One****Date:** 11/11/2015 7:10:15 PM**City/State/Zip:** Fargo, North Dakota 58102**Company Complaining About:** Cable One

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**Description**

While technology companies are trying provide better quality services, it seems that Cable One is determined to do the opposite. I'm a cord cutter, and no longer have cable or satellite service, but recently was informed the last 3 months that I've gone over my data cap and am now being forced to upgrade my plan from the basic plan to a most costly plan in order to increase the data cap or they will turn off my internet service if I don't agree to the fee increase. While Cable One touts that they are increasing their internet access speeds, which they have, going from 50 to 100 Mb service, by enforcing data cap's they are effectively reducing their service to a tier system without providing an alternative to data caps. This limits access to technology services which are increasingly provided digitally instead of via physical media. Xbox and Playstation games are now available at a discount to download digitally, Microsoft operating system upgrades are provided digitally. With a single game being up to 50GB, this would limit a user to 6 downloaded games, or with having multiple computers, a 6GB Windows 10 upgrade download would have a dramatic impact on the amount of data downloaded. Mid-continent can't come to service the entire Fargo area fast enough, as they provided unlimited affordable internet service.

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**Ticket: # 648324 - Comcast Data Usage Cap**

**Date:** 11/10/2015 2:59:25 PM

**City/State/Zip:** Richmond, Virginia 23220

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

As I'm sure you are aware, Comcast has recently announced plans to begin enforcing a 300Gb data cap on a great part of it's customer base. I find this change extremely concerning as I see no reason other companies won't start following suit. Natural monopolies, limited options, and shady contracts make it difficult or impossible for myself and many others to reasonably switch to another provider.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury anymore - it is a critical part of many people's lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices.

Best,

(b)

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**Ticket: # 648530 - Comcast - Internet Data Cap Fees****Date:** 11/10/2015 3:53:32 PM**City/State/Zip:** Decatur, Georgia 30033**Company Complaining About:** Comcast

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**Description**

For my market, Comcast has been applying a data cap of 300 GB per month and a fee of \$10 for every 50GB that exceeds the cap. I recently adopted Netflix and have been catching up on a lot of shows and am always exceeding the cap on a monthly basis. When I called Comcast to dispute the claims, they were perplexed at how I could be using so much data and presumed I had lots of people in the house (I have a wife and two small children) or that my wifi was compromised (it is not). I feel like these fees are being leveraged on a captive audience and double dipping into existing infrastructure with no value added to the service. I'm a captive customer with no other options and think it's really unfair that I have to pay overage fees each month for service that has not improved in quality and for features that are pretty standard on the open internet. I also am aware that Netflix has a peering agreement to host content in their local data centers to provide quick access based on geographic location and ultimately, reduce the strain on the broader network. I hope this issue is investigated by the FCC and this practice is reprimanded to keep an open and free internet.

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[Ticket: # 648665 - New shocking unfair practice by Comcast in Richmond VA that started 2 weeks ago](#)

**Date:** 11/10/2015 4:34:27 PM

**City/State/Zip:** Ashland Va, Virginia 23005

**Company Complaining About:** Comcast

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## Description

Comcast, has a new plan to work around the new law not be mechanical throttling but by using economic throttling. They have created arbitrary data caps that are generous enough to accommodate normal cable customers but low enough to damage the cord cutters that want to use other TV content providers. They offer a flat rate for a decent speed and cap it at 300 GB, after that you get charged \$10 for every 10GB you run over. They are also offering stand along plans with unlimited data for an additional \$30. It's a bad deal for consumers but it just got a lot worse in Virginia.

Comcast as you should know has been "testing data caps" for some time now in certain states and trying to fly under that radar of the FCC by rolling this out city by city with slightly different terms in each market. Two Weeks ago Richmond was added to the list but with shocking new rules. In Richmond you cannot purchase an unlimited data plan unless you subscribe to their TV content! We are among the first consumers in the US to be held hostage to this monopoly in this way (we have no Verizon in my County). This means if I want to buy cheaper TV content from the competition then you will likely end up running over your data cap and pay as much or more as you did with a bundle. With Ultra high Definition TV coming out soon you could run over your limit with as little as 4 movies despite the propaganda to the contrary from Comcast. Moreover Comcast will only sell you a much slower standalone plan without their TV content but for just a little more they offer a plan with TV that is much faster and has no data cap. This is clearly meant to stifle the competition, and an unfair practice which hurts consumers and we need to regulators to step in and put a stop to this blatant monopolistic behavior.

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**Ticket: # 649027 - Comcast Data Cap**

**Date:** 11/10/2015 6:05:40 PM

**City/State/Zip:** Olive Branch, Mississippi 38654

**Company Complaining About:** Comcast

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## **Description**

I received a call today that stated I have already hit Comcast's imposed "Data cap" of 300GB. My complaint is that I have virtually no other ISP to turn to in my area that is participating in a similar data cap program. My complaint is that Comcast has imposed this data cap specifically at 300GB to catch non cable subscribers. When I spoke to a Comcast agent he informed me that I could purchase an Unlimited Internet Plan for an additional \$35 a month but it wouldn't go into effect until the following month. Comcast is treating the internet like a utility but UNLIKE a utility if I do not use it then I do not receive any savings. It should be either or. Either Comcast chooses to turn the internet service they provide into a utility and have the heavy users pay more or charge a flat fee and deal with the fact that some people will use more of it.

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**Ticket: # 649189 - Data Cap Restrictions**

**Date:** 11/10/2015 7:17:11 PM

**City/State/Zip:** Highlands Ranch, Colorado 80130

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

Comcast has recently announced plans to begin enforcing data caps on it's customer base. I find this concerning as I see no reason other companies won't start following suit. Also, these caps do not appear to be across the board and not applied to a specific plan, indicating that this is not about providing a consistent quality of service across their customer base, but rather further monetizing their service as a whole. Someone paying \$150/mo. for internet would have the same limit as someone paying \$50/mo. I'm concerned that this change is being introduced during a two year contract period for me so I have no option but to continue to pay for a service that has been greatly restricted at least until the end of the contract period. Further, limited options for providers and increasingly common contracts will make it difficult or impossible for myself and many others to find a reasonable substitute for the current service.

I'm asking you to do everything in your power to stop this trend before it starts. The internet is not just a luxury, but rather it is a critical part of many people's personal and professional lives. As we've seen with cell phone data, once caps are in place, it is a race to the bottom to offer ever more limited data at ever increasing prices. This is just the start of all providers restricting data usage and slowing the advancement of our nation through research and development, education and having technology ingrained in our lives.

Thank you for your consideration.

Sincerely,

(b) 6)

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**Ticket: # 649389 - Comcast Cable Data Cap**

**Date:** 11/10/2015 9:09:39 PM

**City/State/Zip:** Acworth, Georgia 30102

**Company Complaining About:** Comcast

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## **Description**

We have had Comcast since March of this year on a two year contractual agreement. Comcast suddenly, without notification to us via letter or email or call, implemented a data cap, expecting us to pay for data usage above 300GB. We signed up for and pay for "unlimited" service so we should get UNLIMITED service. This is FALSE ADVERTISING and BREECH OF CONTRACT. Unacceptable business practices. Not only that but when the installed in March they damaged ELEVEN different line items (structural parts) of our home. We have been customers for less than eight months of a two year contract and they feel that they can change that agreement without our consent? This is unfair business practices and this should be stopped.

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**Ticket: # 649517 - T-Mobile Binge On™ and Net Neutrality**

**Date:** 11/10/2015 10:51:39 PM

**City/State/Zip:** Guilderland, New York 12084

**Company Complaining About:** T Mobile

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## **Description**

My wireless internet provider, T-Mobile, announced their Binge On™ promotion, where -certain- video streaming services would no longer count against data caps. Except that none of the video services I actually watch are included in their special program. This is blatantly anti-Net-Neutrality. Even if they claim that no money is 'officially' changing hands, they are still driving their costumers preferentially towards certain services that they select; while other big-name companies such as YouTube are conspicuously absent. This is effectively literally a fast lane for those services, due to the data cap that will slow down any other service to a crawl after only a few hours of viewing.

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**Ticket: # 655857 - Comcast 300 GB data cap**

**Date:** 11/14/2015 1:28:02 AM

**City/State/Zip:** Clinton, Mississippi 39060

**Company Complaining About:** Comcast

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## **Description**

As far as I'm concerned, Comcast has a partial monopoly in Clinton, MS. Comcast is the ONLY ISP for my apartment unit, and I do not have a choice. If there are other ISPs available, then they are agreeing not to compete with Comcast, since every single one of my classmates that I've asked has had the same story. Who does the FTC think it's fooling when they deny the Comcast/TWC merger isn't violating antitrust?

The 300 GB data cap in Jackson, MS (and surrounding areas, such as Clinton, a small town about 20 miles west of Jackson) is insufficient. Between my room mate and myself, we have legal subscriptions and purchases for multiple video/music streaming services (Spotify, Netflix, Hulu, Crunchyroll, Twitch, iTunes, Amazon Video, etc). My Steam account is stocked almost entirely of games that range between 20-60 GB EACH - and that does not include updates. We each have a Macbook and an iPhone; every time Apple rolls out an update, we have to use a total of 10-20 GB, depending on how large each update is. I have to go to Starbucks and camp out there all day long when Apple updates it's entire OS because the download is so large. I was at Starbucks for SIX days in a row, 5+ hours per day trying to download ONE game.

We have both reduced our internet usage behaviors significantly. We are paranoid about streaming for fear of exceeding the data cap. I personally have cancelled all but one of my streaming account, because why should I pay for something I cannot use?

However, I cannot get my money back for the movies and TV shows I've purchased from Amazon/iTunes, nor can I get a refund on the games I cannot download on Steam.

Comcast's data cap is inspiring me to never make another legal purchase as long as I have their data cap. Why should I, when streaming and downloading the HD videos I bought is screwing me over with regard to Comcast's data cap? The whole point of buying from iTunes was so that I could download a video when I wanted to watch it, then delete it after I was done watching it so it did not take up room on my phone or hard drive. However, if I wanted to re-watch later, then I could re-download it. This is not happening anymore due to the data cap.

The data caps are also encouraging people to adopt behaviors to avoid cutting into the data cap. For example, they can borrow DVDs from their friends instead of using Netflix or whatever, and now NOBODY gets any revenue. DVDs are great, since they don't cost ANY data whatsoever. If not DVDs, then they will turn to other methods that consume less data and will not count against the data cap twice upon rewatching. Are your buddies at the MPAA/RIAA going to be happy with how Comcast's data caps encourage piracy?

Is bending over for Comcast really worth screwing over a bunch of other major companies? Are Comcast's pockets THAT deep, that they can significantly counter and outspend everyone else with an interest in selling their content?

The 300 GB number is not arbitrary. It is more than enough if all you do is go on Facebook and read emails. If you consume media in any meaningful amounts, and ESPECIALLY if you stream, that data cap is gone long before the month is up. My room mate and I Chromcast Netflix to our TV in the evenings, when we are eating dinner - this is our most significant internet usage, followed by streaming from Spotify. Our data allowance is usually gone between the 15th-20th of each month. We are NOT BINGING on TV and music. We are watching TV while we eat and relax, and we are playing music when we study. That seems very reasonable to me.

Everybody knows the 300 GB number was picked to screw over streaming and coerce people into subscribing for cable. My room mate and I are not going to do that, no matter how low the data cap becomes. If we have to live at Starbucks and other places with public wifi to do our homework, we will. Our ill will towards Comcast is so great that we would rather move or stop watching TV altogether than subscribe to cable from Comcast.

We DID try their most basic package for a month. There were three major issues: 1) There was a significant amount of lag when changing channels (~5 seconds), which pissed us off to no end & 2) We only got a subset of the free OTA channels & 3) The Comcast channels supplied through the set top box were of significantly lower quality than the FULL spectrum of OTA channels we got when I plugged in the \$5 antenna I got from Walmart.

Comcast defends their data cap as being "fair." They no longer call it a congestion issue in order to get away with charging some areas an extra \$30/month to get rid of the data cap. This already demonstrates a prior history of making up bullshit excuses.

I disagree that it is a fairness issue. Anybody with two brain cells to rub together can see that. They are charging \$10 per 50 GB over the data cap. If they were really being fair, they should also reduce the bill by \$10 per 50 GB under the data cap. If they were being absolutely fair, they would charge per GB so that people pay for exactly the amount they use.

I will acknowledge they have ONE plan in plan for "save money." Currently, they offer \$5 off your bill if you use 5 GB per month, and then charge you \$1 per 1 GB over that data cap. This is an even bigger trap than the 300 GB data cap, since 5 GB is NOT enough if you do anything more than read plain text on the internet. If you use Youtube at all, even in slight amounts, or send photos, you will exceed that 5 GB. This is simply extortion targeting complete idiots who have no idea how much bandwidth even "light" internet usage consumes these days.

Other than this absolutely stupid plan, there is no median between 5 GB and 300 GB. Also, \$5 off for a 250 GB reduction in data is also unfair. That is a negligible amount of savings for a HUGE reduction in data. At that point, it's much cheaper to just buy an addition 5 GB from your phone carrier and tether to your phone, instead of paying Comcast \$50 for 5 GB. I can get unlimited data + 7 GB of tethering for only \$30 more (than the basic phone plan), while Comcast wants more money for less data.

Lastly, let's pretend 300 GB was a fair cap (which it is NOT). Technology progresses regardless of the data cap, and file sizes are getting WAY bigger. In the 1990s, 300 GB was an unfathomably large, seemingly infinite pool of data relative to the low resolution videos/images and small file sizes. These days, 300 GB is enough to send half a portfolio of professional grade photography shots, provided

you do literally nothing else with the internet. It won't be enough for a single [REDACTED] video in the future as QHD+ and 4k HD resolutions become more and more common.

Permitting Comcast to get away with data caps sets a precedent for other companies to follow suit and discourages innovation. Who the hell is going to improve on Gigabit internet when you can't even use those speeds for longer than 5 minutes per day without exceeding the data cap? Why bother improving resolution then the result - increasing file sizes - is also going to screw over people with data caps?

God bless Google Fiber. I thought about staying in Jackson after I graduated. This is quite literally a deciding factor for me to move back home, despite higher costs of living. The internet is basically a public utility nowadays, even if you guys refuse to classify it as whatever the FTC equivalent term is. Professional work is conducted through it, as is entertainment, education, and a whole host of other activities. Data caps spit in the face of all that, and Comcast should not be allowed to get away with their acts of overt corporate greed so easily.

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**Ticket: # 649601 - Comcast Xfinity**

**Date:** 11/11/2015 12:18:51 AM

**City/State/Zip:** Lula, Georgia 30554

**Company Complaining About:** Comcast

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## **Description**

The 300gb cap is a unfair way to pad the pockets of corporate Comcast. Also people are not being informed of this change. Also Comcast employees are lying to consumers about the details of this program. Home wifi has always been unlimited based on a monthly fee with other providers. I called today to cancel my service and was told I'd have to pay an early termination fee even tho when I signed up with Comcast this data cap wasn't in place. Something has got to be done to protect the consumers that have no other choice but to use Comcast in their area.

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**Ticket: # 649801 - Comcast Data Caps**

**Date:** 11/11/2015 11:24:11 AM

**City/State/Zip:** Pompano Beach, Florida 33069

**Company Complaining About:** Comcast

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## **Description**

Recently, Comcast implemented a 300GB monthly data cap in my area. Although I haven't hit the cap since they've started this, it has definitely changed the way I use the internet. I have to carefully monitor how much data I use every month. For instance, if I wanted to download a retail game for the PlayStation 4, that alone would use 1/5 of the data allowed to me. Not to mention the fact that almost all media I consume is streamed these days. At this point, it would be cheaper to do most of my downloading/streaming through my cell phone provider than it would to do so through Comcast. That doesn't seem right and Comcast's reasoning that they're making the internet "more fair" for everyone is clearly a thinly veiled cash grab from a company who refuses to adapt to the times.

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**Ticket: # 650897 - Comcast Data Caps**

**Date:** 11/11/2015 6:05:29 PM

**City/State/Zip:** Savannah, Georgia 31404

**Company Complaining About:** Comcast

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## **Description**

My Internet service providers subjects my account to "throttling" and using data caps on my internet account.

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[Ticket: # 651378 - Comcast "Stream" service](#)

**Date:** 11/11/2015 11:11:26 PM

**City/State/Zip:** Mullica Hill, New Jersey 08062

**Company Complaining About:** Comcast

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## **Description**

Wanted to know if this was legal to provide a streaming service, as an Internet provider, and have that service not count against a 'data cap'. Thanks.

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**Ticket: # 650398 - Comcast egregious data cap and lack of competition in market**

**Date:** 11/11/2015 2:59:49 PM

**City/State/Zip:** Mableton, Georgia 30126-2941

**Company Complaining About:** Comcast

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## **Description**

Comcast has decided to "trial" data caps in markets across the United States and only appears to do so in markets that lack true competition. AT&T is not a true competitor as they both are juggernauts with monopolies on the markets and industries they serve with no real interest in innovation. They simply attempt to increase profits and revenue to appease shareholders. Comcast now imposes a 300GB monthly cap on wired home internet service as though it were a scarcity even though recent insider information has been released showing that it has absolutely nothing to do with resources and more to do with what they call "fairness." It isn't fair to "trial" data caps in certain areas of the country where the price to remove the cap is \$30 - \$35 while in other areas of the country, where competition is better, there are no enforced data caps. They may say on paper there is a 250GB cap in competitive markets, but they don't enforce it or charge for going over. They also may be out of compliance with net neutrality as Comcast's own apps typically do not count against the imposed data cap. The FCC needs to investigate Comcast and its business practices in markets where it is the only provider due to exclusivity contracts with municipalities. Google Fiber and any other company wanting to provide high-speed internet to consumers should be allowed to have the same right of ways as Comcast to spur competition in the home broadband market. This is nothing more than Comcast wanting to increase profit as consumers cut the cord and stream more (which is in direct competition with Comcast's own offerings).

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**Ticket: # 650454 - Cable One Data Caps****Date:** 11/11/2015 3:19:45 PM**City/State/Zip:** Boise, Idaho 83712**Company Complaining About:** Cable One

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**Description**

Cable One recently doubled download speeds for plans in my area yet has not increased upload speed or data caps to match. The major problem is that the download speed was already a healthy 50Mbps (now 100Mbps) while the upload speed and data cap are unjustifiably meager (3Mbps up and 300GB cap). The message Cable One sends with a doubling of download speed is that they have infrastructure and capacity to provide more speed, but their data caps and upload speed seem to say otherwise, or would were it a network management issue. I have their lowest offering in my area, 100Mbps down and 3Mbps up with a 300GB data cap. At that download speed and data cap I can literally use my month of internet service in less than 7 hours. Let me restate that, I can use my whole internet service in less than half a day. Furthermore, Cable One's "solution" is to force people onto a more expensive plan that increases the down and up speeds and increases the data cap by 100GB so it is clear that the data cap is not a network management necessity, but a revenue generating policy. In my area, Cable One is the only broadband provider option (per the FCC's broadband definition of at least 25Mbps/3Mbps) so I don't have an option to switch to another provider. My family's internet usage is not out of the ordinary for four people living in the US in 2015, this data cap practice that has nothing to do with network management has to come to an end.

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**Ticket: # 650597 - Comcast is violating Net Neutrality with the X1 DVR**

**Date:** 11/11/2015 4:07:13 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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**Description**

Comcast is violating net neutrality with the X1 DVR. According to Comcast's own advertising material, television programs can be recorded on the X1 DVR then streamed over TCP/IP to consumer-owned devices (i.e. tablets and computers) on the home network without being counted against their draconian data cap. Other video providers, like Netflix, cannot utilize Comcast's X1 backdoor into the home network, so any video traffic from these providers to consumer devices is counted against the data cap. By treating the video being delivered to the consumer device differently based on whether the source is Comcast or not, Comcast is clearly violating the FCC's open internet regulations.

Quoting from <http://customer.xfinity.com/help-and-support/cable-tv/x1-dvr-cloud-technology-general-faqs/> :

"Downloading and/or streaming DVR recordings, live TV or XFINITY On Demand content will not count against your Internet data usage threshold if you are connected to your in-home XFINITY network. "

Complaint is being re-filed a second time as previous two complaints were closed for comments without any contact by Comcast.

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[Ticket: # 650925 - 300gb Data cap](#)

**Date:** 11/11/2015 6:20:58 PM

**City/State/Zip:** Wilton Manors, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

Comcast is starting to impose an internet data cap of 300gb in South Florida. Removing this data cap will cost an additional \$30/m. This is extortion, as Comcast already charges premium rates for anything but the most basic internet package. What they are essentially doing is providing us fast internet and then saying we can't use it without paying them more. The FCC needs to stop corporations from having the freedom to artificially charge ridiculous prices for internet services due to little competition and insider deals with local governments. I will cancel my Comcast service when the data caps become mandatory. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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**Ticket: # 650957 - Comcast Spreading Data Caps**

**Date:** 11/11/2015 6:37:15 PM

**City/State/Zip:** Canton, Michigan 48188

**Company Complaining About:** Comcast

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**Description**

Sir / Madam,

I am writing this letter in strong opposition to Comcast's spreading implementation of data caps in various areas.

The idea behind data caps is in no way necessary or benefiting Cable customers, and its sole existence is to make more money for Cable providers. The usage of more or less data adds no cost to Comcast's operating expenses. The only increased operating cost is to increase Bandwidth, which would increase speed. If speed is said to be the issue, the obvious solution is to throttle speeds (which Cable companies already do to an extent) at certain peak usage periods in the day to enable everybody to operate at a reasonable internet speed.

The only effect is that the larger the amount of traffic on the network, the slower the speeds. Recent leaked documents have even explicitly stated that the implementation of data caps is not due to network congestion.

Given that the use of data caps is a completely monetary move by Comcast to exploit their customers, I believe this practice should immediately be made illegal before it becomes widespread throughout the USA.

Thank you and have a good day.

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**Ticket: # 651084 - Comcast Data Cap**

**Date:** 11/11/2015 7:44:40 PM

**City/State/Zip:** Pembroke Park, Florida 33023

**Company Complaining About:** Comcast

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## **Description**

I was recently contacted by a comcast representative, Luis, regarding a previous complaint filed with the FCC. I received no resolution toward the matter, and the representative was unable to provide any guarantees that my complaint would be forwarded to anyone capable of resolving the matter. I now have more questions and unresolved issues than before. I would like the following addressed:

I need an established timeline for when I will be able to have my service automatically (temporarily) discontinued once I achieve the maximum monthly allowance of 300GB. I was told that Comcast engineers have requested these capabilities, however, no indication was given as to whether such capabilities will ever be implemented or when. I requested that an engineer program my modem to cease serving internet access at the 300GB data cap, however, I was told that Comcast engineers were unable to program my modem to discontinue service once the data cap was exceeded, and that my only option to prevent continued overage charges was to unplug my modem. Their terms of use strictly prohibit tampering with their equipment, and I indicated that I was unwilling to do so and risk additional charges for tampering. I was also told that they were not legally allowed to throttle my service, however, I have expressly given my permission to do so, effectively amending the terms of my contract, absolving them of the legal responsibility associated with such practices, however, Comcast has refused to accept my permission to suspend my service after these newly imposed data caps are achieved, instead opting to charge me an extra \$30 each month.

Comcast insisted that their policy represents some degree of fairness, however, no definition provided by the representative, Luis, could explain why it was fair to be charged extra to maintain the same level of usage that I have become accustomed to over the past several years that I have been a customer. They similarly could not explain why fairness precluded the option of being charged extra, and made no provision for the same. They could not explain why it somehow costs more for Internet access only at \$120 vs \$90 for even higher speed Internet+TV including up to 140 Channels. They could not explain why their per GB markup for internet access is 800% of the cost for Comcast to deliver such service. The representative could not explain why such a policy of overage charges was necessary, if only 1% of Comcast's client base exceeded 40Gb data usage per month, as stated by Luis. I need concrete explanations as to how these new charges represent fairness for the customer vs Comcast's bottomline.

The representative made the claim that the new data caps were being rolled out on a trial basis, however, when pressed, he could not provide a defined term for the trials, nor a timeline for when the trials could be deemed successful or unsuccessful, nor whether or not the data caps could be indeed rolled back if they were unsatisfactory to the customer. I would like to know the exact details of the above mentioned parameters.

I asked the representative, Luis, what benefits I am receiving in exchange for my paying an extra \$30 per months, to which the only claim was 'improved speeds,' without any specificity, as to how much and when. He also claimed that the new benefits include 'unlimited,' however, I explained that

my service was already unlimited. He explained that it was unlimited by virtue of their unenforcement of a prior 250GB limit, ascribed to all accounts, and that now I am essentially paying Comcast \$30 to enforce a new limit on myself. He could not explain the inherent discrepancy. He also made the claim that the new \$30/month charges will go towards making improvements to Comcast's network, including rolling out fibre optics to neighborhoods across America. I inquired when our South Florida community could expect to benefit from this supposed rollout, but he could not give any indications whether any proposed plans exist that included our region, nor a timeline for when it would even be considered. He then stated that all areas will receive fibre optic improvements, but could not indicate when this will occur. Again, I would like to know the details of said rollouts, so that I can fully assess the value of the impending charges, including the value of these supposed hidden improvements.

I expressed concern that my complaint would dead end at the helpless representative with whom I spoke. I was told that they would be forwarded to management who would make changes to the policy, based on this and other customer concerns. This is an unsatisfactory reply, because there is no way for me as a customer to track the progress of the complaint. I need contact from management in charge of my area who can address my unresolved concerns. I also need to know whether any charges to my account for overages, owing to the newly imposed data caps, will be suspended pending review of my ongoing complaints.

I have attached a transcript of my conversation with the representative.

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**Ticket: # 667604 - Comcasts Illegal Data Caps!**

**Date:** 11/19/2015 11:03:45 PM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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**Description**

COMCAST MUST STOP THE DATA CAP!!!

#BANTHEDATACAPCOMCASTSUCKS

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**Ticket: # 651431 - Data download limits****Date:** 11/12/2015 12:20:52 AM**City/State/Zip:** Oro Valley, Arizona 85755**Company Complaining About:** Comcast

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**Description**

I am a customer of Comcast cable in Tucson, AZ. Comcast recently created a 300 GB data cap for my high-speed internet service. I have two complaints about this. First, this cap is designed to limit a consumer from using competing online television services such as Hulu or Netflix. The cap is inadequate to stream television service throughout the month and therefore designed to force a consumer to use Comcast television service. Second, I believe Comcast is not correctly computing the data-usage on my account. For the first time, I received notice I was about to go over their artificial data limit in October. I looked at the previous two months of usage and Comcast claimed I used 100 GB more data in that month than I ever had previously. Nothing changed in my data usage. Since that time, I have been attempting to log in daily to check the Comcast "Usage" data to compare it to what I did that day. The huge majority of the time (for days on end), the tool is 'unavailable' and does not load. For the first 11 days of this month, I was only able to have it work once early in the month. Comcast makes no information about how much data I supposedly use in a day available to the consumer; hence I am unable to dispute what I believe to be flawed data. If they are going to artificially cap my data usage (and charge me extra for additional usage), their accounting must be a great deal more accurate and offer the consumer an opportunity to refute their claims. For example, last month when I supposedly nearly went over my data cap, my entire family was out of town and the data usage would have been extremely low. I have no opportunity to see what usage they claimed I had in that time period to refute what I believe were flawed numbers.

In summary, Comcast is attempting to restrict my use of streaming television and force me to use only their television products. In addition, they offer no transparency in how they are supposedly accounting for my usage or allowing me to refute the data they claim represent's my data usage since their 'tools' rarely work and provide no detailed information.

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[Ticket: # 652007 - Data Caps](#)

**Date:** 11/12/2015 12:38:52 PM

**City/State/Zip:** Norcross, Georgia 30092

**Company Complaining About:** Comcast

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### **Description**

I think it is irrational and immoral to charge data caps for an already over priced internet service.

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**Ticket: # 652496 - Throttled speeds**

**Date:** 11/12/2015 3:13:34 PM

**City/State/Zip:** Scott Depot, West Virginia 25560

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink communications has frequently provided what feels like internet download speed throttling. There has been at a minimum of three occurrences that has been internet download speeds intermittently, and without warning dropping to dialup modem speeds, and without any notice resuming normal speeds within minutes. This normally happens three to five days prior to the monthly cap resetting, and after the reset occurs, service resumes as normal. I cannot prove this is speed throttling, I do not have confirmed data, but it at least appears to be that.

If I may provide further data, these events only started within the last 8 months (approximate) when Sudden link introduced Data caps in this area in what I believe to be direct response to the net neutrality bill. I have tried to maintain an open mind as to maybe the company is doing upgrades in the area that are causing slow downs, or perhaps weather is involved in the delays, but it is roughly the same set of days approximately once every two to three months.

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**Ticket: # 652506 - COMCAST**

**Date:** 11/12/2015 3:14:59 PM

**City/State/Zip:** Los Angeles, California 90064

**Company Complaining About:** Comcast

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## **Description**

Comcast has placed data caps on Internet usage in Fort Lauderdale, Fl.

1. Data usage on website is not working (see attached)
2. When I called Comcast to review my Internet usage, they can only provide the past 3 months usage. Something tells me when they research they did to move to a "data cap" plan, they reviewed more than the prior 3 months. A minimum of a year usage should be required for consumers to do their homework.
3. To get over 3 months of data usage, Comcast has you call their LRC (Legal Records Center) I dare you to try this 866- 947- 8572. NEVER a live person and impossible to navigate.
4. In the Internet age, why would Comcast not make available all customers Internet usage for up to one year? Perhaps they don't want informed customers so they can keep hitting you for the \$10.00 data caps overages?

Comcast is another example of a monopoly screwing consumers to attempt to keep customers for their dying cable business and doing everything to thwart the future of consumer friendly companies like Netflix.

As our elected officials, I sincerely hope that you listen to your constituents. The complaints against Comcast, the horrific Comcast customer service and their monopoly over the Internet are all a clear signal this company needs to be regulated and it is your responsibility to encourage new competition to this behemoth.

Consumers have spoken, in poll after poll, Comcast is one of the most hated companies in America, consistently. While they have the right to operate, consumers also should have the right to equal competition and good customer service.

Thank you for your time and attention to these matters.

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**Ticket: # 652508 - Provider Asks For More and More Money****Date:** 11/12/2015 3:15:07 PM**City/State/Zip:** Hagerstown, Maryland 21740**Company Complaining About:** Antietam Cable

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**Description**

I live in Hagerstown, Maryland where a internet provider called Antietam cable has monopolized the area not allowing any other service provider to be available. Several months ago they decided they are going to start capping internet usage based on your data speed package selected starting from 250GB cap for a slow speed internet to the highest speed which we chose of 100 down 10 up with a data cap of 1.25 Terabytes or 1250 GB. If you hit that amount they don't cut off your internet however, they charge an amount per every 10-15 Gigabytes onto your next bill. Because of this we have an outstanding bill which we were aware of and would take care of however, they "shut our internet off at the pole" their words bit mine. So when we paid off the amount they originally asked us for overage charges and the normal month they proceeded to charge us with "reconnect fees" and "first months fee" which equates to almost 3/4ths of what we JUST paid them which both combined equate to almost 600\$. FOR ONE MONTH. I'm a recent college graduate wirking in retail and my two roomates are in sales. Not exactly higg paying jobs. We don't have cable since we have other services like netfliz and hulu instead. Companies shouldn't be allowed to do this, it's wrong and no one should go have to go through this. We are in the year 2015, we shouldn't be a slave to our internet companies. Please help.

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[Ticket: # 652655 - extortion](#)

**Date:** 11/12/2015 4:08:11 PM

**City/State/Zip:** Sauk City, Wisconsin 53583

**Company Complaining About:** Comcast

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## **Description**

I feel that Comcast is violating the open Internet policy by imposing data caps on their land-line internet connections. Their use of data caps is a blatant attempt to push customers back to their cable TV services instead of seeking programming on the internet. Note that they did not impose the data caps until people starting moving from cable for their entertainment needs to internet based. I would feel differently if there were a real high speed alternative to their service but there is not. DSL based services are much slower. I am ashamed that the FCC is just turning it's back on this practice.

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**Ticket: # 673947 - Comcast data cap**

**Date:** 11/24/2015 12:30:28 AM

**City/State/Zip:** Franklin, Kentucky 42134

**Company Complaining About:** Comcast

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## **Description**

I have had Comcast at my location for almost three years. Over a year ago, I noticed charges for going over my "data cap". When I signed up for internet, I was told it was unlimited. Instead of using cable, I was able to save a bit of money by using Hulu and Netflix, instead of their "bundle plan". The streaming is apparently what caused my overages. The first man I talked to immediately took the charges off and said that it was a mistake, and that I had unlimited data and that it would never happen again. He assured me of this several times. This was online through comcasts customer service, so I wonder if there is a log of it somewhere. I go to pay my bill and the charges are still there. I ended up having to talk to several people. They finally removed it. I still kept getting fees for data overages each month. My bills became unaffordable. I ended up getting behind on them going through a rough patch. Then I talked to someone else from Comcast about the data overages, and she then told me that it was something they had always done, which is simply not true. A quick internet search and I saw that I'm part of a "test market" for the data cap. Anytime I have called Comcast I'm almost always treated rudely. I never could get a straight answer from a single Comcast employee about the data cap. Anything I found out, I found out on my own. Comcast is also the only viable internet option in my area, or I would have switched a long time ago. The data overages were so ridiculous, that I had to get rid of Netflix and Hulu, and use their "bundle". I did NOT want to do this, but since the data cap, I couldn't keep paying for all the overages, so switching to cable was my only option. Basically I feel Comcast bullied me into their bundle while providing poor customer service. They also sent me a cable box back before I switched to the bundle, and I found out they had been charging me for the bundle as well, when I hadn't even used their cable (or ordered the box for that matter). When I brought up this issue, they didn't seem concerned and said the best they could do was 5.00 off for six months. Which I never saw on my bill (to my knowledge). I used to pay just 45.00 a month in another area for highspeed internet, (around 65 if you include Hulu and Netflix) and now my bill is always a minimum of 150.00. The service goes out several times a week as well. I've absolutely had it. This is not right. The data cap isn't right, it forces the consumer to use all of Comcasts services, services they don't want. I feel so jerked around by this company. Now I have read they are coming out with their own streaming that won't count against their data cap. They are trying to monopolize the market and consumers are paying big time.

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**Ticket: # 653671 - Data caps are punishment**

**Date:** 11/12/2015 11:22:44 PM

**City/State/Zip:** Statham, Georgia 30666

**Company Complaining About:** Comcast

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## **Description**

I have been hit with overage charges month after month. Honestly, I think it's unfair. Why did Atlanta get picked to be a one of its trial markets?

Data caps makes me not want to use the Internet but unfortunately the world run on it. I represent a household of students ranging from elementary, middle school to college. Teachers encourage the students to search information via Internet. Should students be punished for wanting to further their education?

Unlike my cellular plan, I do not get any kind of warning I am about to be over my plan. When I log into my account to see how much of my data I have used, their usually is an error on the website and it will not read. I called Comcast and they told me they would have to work on it and call me back. I never got a call.

Not cool, Comcast. Not cool. Please get rid of a data caps.

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**Ticket: # 654022 - Data Cap**

**Date:** 11/13/2015 10:59:59 AM

**City/State/Zip:** Falls Church, Virginia 22042

**Company Complaining About:** Cox

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## **Description**

Cox Communications, my ISP, has enacted a data cap of 350GB per month. Because this limit is so low, I am very cautious over my usage.

I often elect to drive to rent DVDs instead of purchasing movies online. I decline the option to occasionally work from home out of fear of data usage. I put off updating my computers and devices in case the files are larger than expected, leaving me vulnerable to viruses and other attacks. And I'm holding off on purchasing a 4K television because I would exceed the 350GB limit in about 50 hours of viewing, or less than 2 hours a day.

The effects this data cap has on my choices as a consumer are intentional and blatantly so. Cox wants me to subscribe to cable television and give them all the associated fees and advertising dollars. I am strongly considering switching ISPs, but until the FCC does something about arbitrary data caps I feel there won't be any point. Please do something about this obvious abuse.

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**Ticket: # 654176 - Comcast Data Cap**

**Date:** 11/13/2015 11:57:23 AM

**City/State/Zip:** Murfreesboro, Tennessee 37128

**Company Complaining About:** Comcast

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## **Description**

For the 3rd month in a row I've paid \$80-\$100 in overage fees. I signed a 2 year agreement approx. 1 year ago. My bill was approx \$280-\$300 month. For 3 months now it's been over \$400 and my most recent payment was \$540 (I ordered \$50 in movie rentals).. But that still puts my bill being \$490 without any additional purchases. 300gb p/m isn't nearly enough for my husband, 3 children, and myself. My kiddos have a laptop and iPad which they need for school work.. And an Xbox. My husband has an iPhone and ps4. I have an iPhone. 300gb doesn't nearly cut it for homes with kids and multiple devices. So literally I'm paying for Internet but I have to tell my kiddos they can't use it much. Sorry no Xbox today. Sorry can't login to any of the school programs (and the school math/reading programs are part of their mandatory homework)... Why buy them any of these electronics if they can't enjoy/use them?!?! Not to mention my husband and I.. We use our internet for WORK. Our jobs are what allows us to have cable/internet in the first place. This most recent bill was more than my car note! Until this data cap, I was a happy comcast customer and I am still happy with the services comcast provides, but i signed a 2 year agreement and there was never any mention of a 300gb cap. It isn't fair to consumers to make a mandatory cap with no possibility to increase the cap yet inforce massive overage fees. Anyhow, thank you for reading my complaint and I hope you have a great day :-).

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**Ticket: # 654956 - Down right predatory actions**

**Date:** 11/13/2015 3:17:06 PM

**City/State/Zip:** Lauderhill, Florida 33313

**Company Complaining About:** Comcast

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## **Description**

I am writing this because of the actions of Comcast. First I signed up for a plan that was offered to me by mail for internet that would cost me 29.99 a month. I verified the price on the phone. Somehow that bill bloats to 80.67 a month. Now I am being assaulted with a data cap that it's horrifically impossible to maintain in a normal household. That leads to them " offering" an increase in the cap 10 dollars at a time. The cap predatory at best and extremely harmful to the American way of life. If a family hits the cap the children in said family fall behind because of lack of internet access to stable internet? ! This should be stopped, at least looked into. On top of that I have no other choice in internet provider in my area.

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**Ticket: # 667014 - Stop Comcast Data Caps****Date:** 11/19/2015 7:00:38 PM**City/State/Zip:** Schiller Park, Illinois 60176**Company Complaining About:** Comcast

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**Description**

Despite the fact that Comcast's data cap policies have not YET reached my area, as a person who works in the field (networking and IT) and can see the implications of these tactics, I strongly urge the FCC to step in and regulate this industry as it IS a utility just as water, power, or gas. Without it your life is severely impaired. Professionally, personally, financially etc. In addition, these companies stand to change the very landscape of business in this country by picking and choosing winners and losers. By restricting data amounts suddenly people must be very very careful about what they decide they can afford to view online, frequently putting smaller companies at a disadvantage (who's going to want to shop around for a better deal on their mortgage or car insurance when every page they load is costing them money at a made-up cost premium). In addition, it's come to my attention that viewing any data (particularly streaming video) from Comcast itself is exempt whether it is being viewed on a cable box, a smartphone or a PC. How can Netflix fairly compete when there is an additional unjustified cost to the user inflicted by Comcast which serves to steer people to instead use Comcast's video platform? Add to that the recent revelations regarding this policy of capping internet being not one of limited resources but simply revenue generation. This is an issue that needs to be taken care of before it becomes the norm. The land on which they run their cables is the people's, the money they used to build these network WAS the people's, and the right to be connected for reasonable costs and without prejudice should also be the people's.

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**Ticket: # 656774 - Cable One Data Caps**

**Date:** 11/15/2015 1:28:05 AM

**City/State/Zip:** Gulfport, Mississippi 39503

**Company Complaining About:** Cable One

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## **Description**

Cable one recently upgraded their speeds to compete with local C-Spire's gigabit internet. The problem is that with the upgrades they included a data cap that is unreasonable. 750GB of data on a 250/25 mbit line is insanely low for a family of four that uses the internet. We can go through that in a single day easily. They got a long just fine for years without data caps and are using this time to make as much money as they can. They are even planning on keeping the data caps with their gigabit upgrades. This should not be legal...please fix this so we can have out unlimited internet back,

thanks

(b) (6)

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[Ticket: # 656842 - Net Neutrality violation](#)

**Date:** 11/15/2015 7:09:46 AM

**City/State/Zip:** Columbus, Ohio 43229

**Company Complaining About:** T Mobile

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## **Description**

Hello,

As of today, T-Mobile, operating in the USA, has released "Binge On", which allows preferential sites/video distributors to not be data capped or pull from the agreed upon data pool. This is violation of net neutrality, which clearly states to allow all data to be treated equally. While it does sound to work in the consumers favor, this could easily be the first step in creating a "preferred vendor" list, that requires smaller providers to pay T-Mobile fees in order to be included in their uncapped data plan.

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**Ticket: # 657085 - Comcast Data Cap & Injecting Notifications Into HTML****Date:** 11/15/2015 3:04:27 PM**City/State/Zip:** Cordova, Tennessee 38016**Company Complaining About:** Comcast

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**Description**

Comcast has started testing a data cap of 300GB per month in the Midsouth regions of the United States. They've done this without former notice to the customers, after speaking with a Comcast representative they've pointed out that it was stated in the contract from 2012. After my first complaint through the FCC about the Comcast data cap they have now actually applied the cap to my service, once again without notice. After applying the cap I immediately start receiving notifications that I am at 125% usage for this month, these notifications are being injected as JavaScript into any http webpages until you acknowledge the notification. There is no way to opt-out of either this data cap 'test' they are performing, there is also no way to opt-out of the forced notification injections when you near your data cap.

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[Ticket: # 657097 - Data Caps](#)

**Date:** 11/15/2015 3:11:44 PM

**City/State/Zip:** Springfield, Georgia 31329

**Company Complaining About:** Comcast

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### **Description**

Comcast has started implementing data caps in my area. The FCC need to investigate this. I was not informed of Data Caps when I signed up for the service.

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[Ticket: # 657464 - Comcast data cap](#)

**Date:** 11/16/2015 1:40:16 AM

**City/State/Zip:** Tucson, Arizona 85704

**Company Complaining About:** Comcast

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## **Description**

I was called by a comcast sales rep about upgrading my service, when I asked if there was a data cap with this new plan I was told no. Today I received a call from the comcast automated system saying that I am getting close to my data limit. We work from home a few days a week, and stream music and netflix.

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**Ticket: # 657467 - Data caps from Comcast****Date:** 11/16/2015 1:51:08 AM**City/State/Zip:** Guyton, Georgia 31312**Company Complaining About:** Comcast

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**Description**

I'm in the military and recently moved to the Savannah, GA area. There are only two internet providers in my area, a local phone DSL provider, and Comcast. As I have several teenagers, we were talked into getting the fast 75Mbps internet, as it is specifically marketed to multiple users, for video and online gaming use. Last month, halfway through the month I received a message saying that we were at 90% of our usage. No data cap was ever discussed or brought up in any of their advertising. I found out that I will be billed \$10 for every 50GB over 300 GB we go. It sounds like quite a bit, but using cord-cutting apps like Hulu and Netflix and online gaming use a lot of data. I now face either having to pay \$60 per month in overages,( average usage of 600GB over the last two months), or cave to Comcast and pay them for cable tv as well. They are taking away my ability to choose to get my video entertainment from someone other than themselves. They are taking advantage of my limited options to get broadband internet. Talking on the phone last month only got me to hear from a manager that he believed I was right that Comcast was making out too costly to try to get video services from someone other than them. I am already paying \$78 per month that allows me to get only half a month is usage before hitting overages. Please help myself and others in the Comcast trial areas to have the option to use the internet as a means for tv and video access. Comcast is making it too expensive to not use their cable tv services.

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**Ticket: # 657506 - Comcast imposed Data Cap**

**Date:** 11/16/2015 7:20:54 AM

**City/State/Zip:** Greeneville, Tennessee 37743

**Company Complaining About:** Comcast

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### **Description**

My complaint is against Comcast Xfinity on their imposed data cap on their broadband service. 300 gig per month and then an additional \$50.00 for every 10 gig block over that. Our bill is increased almost every 3 months like clockwork with no improvement to service and now they want to limit our internet usage. We are "cord cutters" so now we will end up dropping our Netflix and Hulu services due to this.

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**Ticket: # 658879 - Comcast Data Cap**

**Date:** 11/16/2015 5:06:22 PM

**City/State/Zip:** Tucson, Arizona 85739

**Company Complaining About:** Comcast

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## **Description**

I am filing this complaint in regards to the Comcast data cap of my 100MB Internet service. This cap is just another means to gouge customers and based upon my research as an IT Network Engineer, has no detrimental effect on network capacity. 300GB per month for the price of a 100MB service and forced cable modem rental is infuriating. Coupled with the fact that cable internet is a monopoly here in Tucson, AZ and leaves us with no choice for high-speed broadband further angers me. This two-year "trial" of gouging customers has gone on too long and needs to stop now or I'm cutting this cable and will go with DSL. Comcast not once informed us of this practice nor did the technician who installed our service.

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**Ticket: # 659398 - Comcast Data Caps South Florida**

**Date:** 11/16/2015 8:07:29 PM

**City/State/Zip:** Miami, Florida 33176

**Company Complaining About:** Comcast

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**Description**

Received a letter recently from Comcast that they will be testing and enforcing new 300 GB Data caps in my area. Received a pop up message on my computer that I was hitting 905 of my data cap as of 11/13/15. Called Comcast and was transferred to a supervisor where I was able to lodge my complaint with them. I was told that this is ongoing and if I passed my Data cap 3 times, that I will be charged \$10.00 for each additional 50 Gb that I consume.

I thought I was paying for internet service, which allowed me to watch all services and listen to music as I pleased since I am already paying for a service.

What seems unfair, is that any data that I consume on their equipment, X1 tv box, is not counted against me, however if I watch Netflix, Hulu, google Play, Amazon, all will be counted against my data.

This takes away my choice, and I believe infringes on my right to choose where I get my media. This is especially unnerving as there are no other high speed options in my area. Why not give Florida Power and light the ability to give internet to consumers.

(b) (6)

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**Ticket: # 659472 - Comcast Data Cap**

**Date:** 11/16/2015 8:38:52 PM

**City/State/Zip:** Miami Gardens, Florida 33055

**Company Complaining About:** Comcast

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## **Description**

As of some time last month Comcast had finally implemented their 300 GB Data cap on our household. Yet not only did they not contact me in any shape way or form. When I heard about them spreading this practice from my son I called Comcast services and asked them, since I had not actually confirmation , If they had implemented this cap they said that it has been implemented for a very long time, yet that seems impossible since only a few months ago I had even more people living in my house than now and had never incurred charges on my account, yet now with less people living here I can now exceed that cap. I feel that this cap limits my work, and my sons ability at school because we are now limited in how much we can use, because the extra charge would be a strain on me because I am already paying the bills on my house, my son's college tuition, and now this new added charge.

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**Ticket: # 659530 - Suddenlink Data Cap**

**Date:** 11/16/2015 9:12:54 PM

**City/State/Zip:** College Station, Texas 77840

**Company Complaining About:** Sudden Link

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### **Description**

I wish to complain about my ISP enforcing a data cap. I and many others who have no other options for internet find this practice to be and unfair and anti-consumer policy.

Thank you for hearing my concerns.

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**Ticket: # 660109 - Comcast Data Caps need to stop**

**Date:** 11/17/2015 11:44:36 AM

**City/State/Zip:** Memphis, Tennessee 38111

**Company Complaining About:** Comcast

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## **Description**

(b) (6)

Jul 5, 9:09 PM

I live in Memphis, Tenn. As a young professional, I have to use high-speed internet at home. I stream Netflix, Hulu and other online videos for personal enjoyment as well to keep on top of live streaming videos and news that affects my livelihood. I have no interest in live television, where I cannot access videos on demand.

In Memphis, Comcast has imposed a 300gb data cap limit per month on all of it's "non-business" customers. Unlike other major cities, Memphis does not have a realistic competitor. In terms of the largest internet providers: AT&T U-verse does not offer the same speeds as in most other cities, and it is largely dictated by which part of the city you live in. Verizon FiOS has not expanded to Tennessee; and other internet providers like Time Warner Cable are not offered here.

This "experimental" data cap by Comcast is for the most part only being imposed in cities where the company has no true competitor.

I have now hit my data cap 5 months in a row. This meant that I either had to pay an additional \$10 per 50gb over the monthly allowed data or upgrade to their business class internet. For the same speeds I have now under their business class pricing tier, I would have to pay almost double what I currently pay. Business class also requires at least a one year contract, with a minimum cost of \$550 to cancel early.

The FCC needs to step in. This has been happening in Memphis for too long. Please look into this.

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[Ticket: # 659832 - Comcast Data inaccuracy](#)

**Date:** 11/17/2015 7:26:07 AM

**City/State/Zip:** Hialeah, Florida 33010

**Company Complaining About:** Comcast

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## **Description**

I would like to file a complaint against Comcast. Ever since they have added a data cap in my area my internet usage seems to have gone up dramatically. On November 12th I was contacted that my data usage has reached its cap allotment of 300gb and since then I have gone up excessively (391gb on November 17). Internet usage has been consistent for Months with YouTube streaming, 1 or 2 Netflix Movies a week and Standard Web Browsing (Social Media: Facebook and Twitter). Please look into Comcast practice on this matter as I've also seen that I am not the only one who has been subject to this inaccurate data count. Thank you.

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**Ticket: # 660149 - Data Caps**

**Date:** 11/17/2015 11:55:14 AM

**City/State/Zip:** New Boston, New Hampshire 03070

**Company Complaining About:** Comcast

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## **Description**

My understanding is Comcast is slowing adding monthly data caps to more and more markets. This should not be allowed in any area where Comcast (or any broadband provider) is the sole broadband provider.

If there is competition then I can vote with my wallet.

If not I am a hostage.

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[Ticket: # 660166 - Comcast data caps](#)

**Date:** 11/17/2015 11:59:34 AM

**City/State/Zip:** Afton, Tennessee 37616

**Company Complaining About:** Comcast

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### **Description**

Comcast will be starting data cap on my account Dec 1st 2015. I believe the data cap is a step over the boundary. These need to be removed.

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**Ticket: # 660298 - Comcast data restrictions**

**Date:** 11/17/2015 12:44:20 PM

**City/State/Zip:** Jacksonville, Florida 32223

**Company Complaining About:** Comcast

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## **Description**

Comcast is dramatically expanding the area in which customers have a data cap attached to their plan. Their argument is that the "median customer" only uses 40 GB per month of usage.

In today's world, even 300 GB/month is paltry for many. With the rise of in-home streaming services, larger and larger video game installs, and even larger files in general thanks to increasing speeds, it is clear that Comcast is only doing this to hit the entertainment streamers where it hurts, because they're not making any additional revenue off of them for Television service. (something that has nothing to do with their internet service).

I live in a house of 3 people and we go over 300 GB every single month. I believe that this is not uncommon.

Comcast's claim of only 40GB per month would basically equate to just 13 hours of watching content on Netflix per month before hitting 40 GB. I'm sure the average household watches far more than 13 hours of Netflix each month.

Comcast claims it's the be fair to all of it's customers by limited the high bandwidth consuming customers but it's all a lot of bull. They are only doing it to increase their own revenue.

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**Ticket: # 660385 - Data Caps are ridiculous...Why do customers suffer while Comcast makes more money.**

**Date:** 11/17/2015 1:08:41 PM

**City/State/Zip:** Murfreesboro, Tennessee 37128

**Company Complaining About:** Comcast

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## **Description**

Is not the fault of the consumer that cable companies cannot keep up with technology. Netflix and Hulu offer a better variety of shows for the consumer to watch rather than being spoon fed channels that they will never watch. I love to watch television as much as the next person but why pay for something that I can watch online for cheaper and fewer commercials. Plus I don't need a DVR to rewind I just simply scroll back and keep watching if I use anything I can just simply re-watch the episode. Paying for a cap is not right to the customer who expects to be able to use the internet as a tool for a lot everyday use. The internet is not just a commercial tool to be exploited by big business. If every town and city in the USA created their own fiber network in the southeast Comcast would have a heart attack. The city would make more revenue and this invest it back into the community. I intend on starting this in the Nashville area and hope that this trend will continue and force Comcast to rethink the way that they handle data caps and become more competitive and fair as a large company should. Not just "do it because we can." (b) (6) I understand that money talks and who doesn't want more money. But to offer data caps and tell customers that "data caps are needed because the network can't support the load" (- customer service recording) is to put it bluntly BS. I hope that the FCC will take this letter as a sincere request to investigate Comcast and ask why it is necessary to have data caps when other companies like Time Warner and Charter Spectrum who do not have data caps in the same area. I also believe that if Comcast took the data caps off they would have better customer service surveys about their internet.

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**Ticket: # 660430 - 300gb Data Cap**

**Date:** 11/17/2015 1:21:27 PM

**City/State/Zip:** Atlanta, Georgia 30339

**Company Complaining About:** Comcast

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## **Description**

I am enraged that Comcast is "trial-ing" a 300gb internet usage cap for its consumers. I was only given TWO choices as to who I can sign up with for my internet and was left to choose who I thought would be the less terrible of the two and now I am being faced with a data cap. Comcast is nothing more than a monopoly and the 300gb cap is an attempt at siphoning off more money and ripping off the consumers who were forced to choose Comcast in the first place. Comcast's claim that most homes do not approach the 300gb is a lie and is certainly not applicable to most homes, especially if there are multiple adults within the home. Nearly every segment of the population is reliant upon internet for school and work. It is a ridiculous notion that we are being forced to choose between having no internet or paying an arm and a leg for internet from a provider that we were not allowed to choose from and provides terrible customer service. On behalf of the general population, please consider doing what you state to do : "Promoting competition, innovation and investment in broadband services and facilities". Allowing internet providers to "claim" local territories does NOT promote competition and innovation.

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**Ticket: # 660849 - Data Cap**

**Date:** 11/17/2015 3:19:48 PM

**City/State/Zip:** Gray, Tennessee 37615

**Company Complaining About:** Comcast

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## **Description**

We were not given a Data Cap when we signed up with comcast. We just received an email that tells us that they are capping us at 300 gb with a charge of \$10 for each extra 50gb we go over. We are locked into a 2 year contract with penalties if we cancel and find another provider. This is not right and we feel this violates net neutrality.

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**Ticket: # 661214 - Comcast/Xfinity Data Caps!**

**Date:** 11/17/2015 4:49:16 PM

**City/State/Zip:** Miami Gardens, Florida 33055

**Company Complaining About:** Comcast

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### **Description**

Comcast is billing us, the costumer, for the amount of data that we use monthly for internet. I believe that this is another way to reach net neutrality. What is next? Limitations on watching TV? PLEASE FCC, STOP DATA CAPS!!!!

Thank you

**(b) (6)**

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**Ticket: # 661257 - Comcast Data Cap**

**Date:** 11/17/2015 4:55:26 PM

**City/State/Zip:** Knoxville, Tennessee 37917

**Company Complaining About:** Comcast

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## **Description**

I was surprised to find that Comcast Xfinity here in Knoxville has a 300gb data cap, which I found out about only through a warning that popped up on a non-comcast webpage stating that I had used 90% of that cap for the month.

I was never informed of this cap, and I cannot find it on my Comcast account page. Caps like this should be illegal. They are completely artificial and are merely a scam. I just got off the phone and they actual said "thank you for CHOOSING Comcast." I did not choose Comcast. They are a monopoly and should not be allowed to conduct business as they do.

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**Ticket: # 661883 - Comcast Xfinity violating net neutrality rules****Date:** 11/17/2015 8:30:14 PM**City/State/Zip:** Charleston, South Carolina 29407**Company Complaining About:** Comcast

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**Description**

Comcast has placed a cap of 350 GB/month on what it terms to be "broadband internet usage." Overages are sold in the form of 50GB packs for \$10. 50GB packs do not carry forward if you do not use them. Additionally, if you do not use 350GB in the month, you get no credit for this.

Comcast also offers what it terms "digital cable" service. Digital cable is traditional television programming provided by Comcast itself and its affiliates. However, there is no difference between "broadband internet" usage and "digital cable" service except for the fact that broadband internet usage is subject to peering agreements, meaning that the resources the internet user is seeking are on a part of the internet that does not belong to Comcast.

In essence this means that any internet traffic that is not generated by the use of Comcast's resources is charged at a different rate than the internet traffic used to carry Comcast's "digital cable" service. Competitors of Comcast such as Netflix and Hulu are harmed by these data caps, as they force people to curb non-comcast internet usage and to use Comcast resources instead. In places where comcast has a monopoly, this is grossly unfair.

Each channel of "digital cable" transmits 5.8 GB of data an hour. If I were to turn on my television to a high definition "digital cable" channel provided by Comcast and leave that channel on for the entire month, I would accrue 4176GB of data. Under my current "digital cable" plan which is 99.99 a month, that would essentially equate to 2.3 cents / GB. Under my current "broadband internet plan" I get 350 GB at 11.3 cents / GB. Thereafter, the price goes up to .20 a GB which is 10 times as expensive. It's all the same data, but Comcast is offering its data at an almost 90% discount.

In short, there's no difference between digital cable and broadband internet, except that broadband internet consists of Comcast's competitors. Allowing it to mark up the price on its competitors by nearly 900% is ridiculous, undemocratic, and violates the letter and spirit of the current net neutrality rules in place. I urge the FCC to require Comcast to treat "digital cable" exactly the same as "broadband internet" and to reject data caps that serve to curb use of services that do not belong to Comcast.

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**Ticket: # 662142 - Comcast Forced data cap**

**Date:** 11/17/2015 11:32:00 PM

**City/State/Zip:** Deerfield Beach, Florida 33442

**Company Complaining About:** Comcast

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## **Description**

I have ZERO options for internet even though i'm in populated area. Other options either are really slow, require expensive sign up or year long contracts with equipment rental.

As a a customer I have long ago cut the cord on cable services, phones and only keep my internet 50mb connection for daily use. I have a disability and can't leave the house often and my mom is legally blind using the radio and voice control for tv often.

I just start receiving in browser (invasion of privacy too) notices telling me that my usage is too high and past 300mb per month and that unless I pay their "insurance" , aka racket extortion, prices of 30\$ I will then be charged 10\$ per 50mb I use over their new cap.

I have NO choice and many of my neighbors and friends also in this predicament are a captive prisoner audience. I need my internet to survive. I use it to stream netflix, hulu, watch tv and stay in touch with friends. I don't believe having the "tv" on 3-4hrs a day per person is an unreasonable amount of time?

As an example from Netflix's own page "Watching movies or TV shows on Netflix uses about 1 GB of data per hour for each stream of standard definition video, and up to 3 GB per hour for each stream of HD video. This can create headaches for Netflix members who have a monthly bandwidth or data cap on their Internet service" and HD is well normal these days. Even my phone does it.

I'm appalled that after the FCC agreed to make the internet equivalent to a utility giving it the ability to regulate said utilities that these caps still occur right under our noses. It's sickening to see a blatant monopoly like Comcast as the SOLE provider of internet in most of the US with competitors being so in name only, (not for lack of trying but just not having access to cable or fibre needed for barrier of entry).

There is no alternates and i have spent hours searching. It's depressing because the quality of comcast cable is crappy and they rarely live up to the speeds they advertise from routine speedtests, and they force me into weird "combo" phone and tv pricing to lower the prices on the only thing I need internet.

Please please look into the data caps and force the company to respect the internet for everybody. If they state that 92% of their customers are not affected and thus using much less then the 300gb/month and only 8% are using more then this arbitrary cap then that means they should see zero to no impact to their service. Their services should be handling 100% of traffic at the supposed new 300Gb cap. That would mean that if the remainder of the 92% decided to use the full 300gb comcast would have a serious issue as they are lying about bandwidth OR they are plain making this bs up to suit their needs.

Either way this cap is un-american, a complete gimmick on an already broken industry, and destroys my faith in American dominance and industry even more. It's depressing to see that Romania, South America and Russia are all ahead of us on broadband access. France even has lower prices on all. <http://www.dailydot.com/politics/us-broadband-speed-cost-infographic/>

Sad for the country that created the technology to be 14th.

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**Ticket: # 662187 - Comcast internet**

**Date:** 11/18/2015 12:32:49 AM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

Comcast is clearly attacking it's customers for not using their horrible and over priced tv service by implementation of data caps. This is wrong. Where's the justice in letting a company screw people over with impunity? How is it legal for a company to constantly rip people off that HAVE NO ALTERNATIVE? If I get enough money can I bribe officials... ummm I mean "lobby" for whatever I want?

Come on. You all know this is wrong.

Please help us.

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**Ticket: # 662191 - Sudden Link throttling and Data Cap****Date:** 11/18/2015 12:44:02 AM**City/State/Zip:** Okmulgee, Oklahoma 74447**Company Complaining About:** Sudden Link

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**Description**

My internet service with suddenlink has been great; until recently. After the speed was "upgraded" I don't get the full potential for the amount of bandwidth that I'm paying for. I'm paying for 75mb down and I'm getting 45-55mb during certain times of the day. A good example is that if I'm beige watching TV, by the 3rd or 4th episode in a row, I will notice a slowdown of my internet speeds. If you stop watching and take a break from using the internet, then the speeds get faster. Also, Sudden Link employs a monthly data cap, and if you go over that data cap, then you are charged a fee for all amounts of data over the cap.

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**Ticket: # 662213 - CenturyLink lying about data caps to sign up new customers**

**Date:** 11/18/2015 1:16:29 AM

**City/State/Zip:** Seattle, Washington 98108

**Company Complaining About:** Centurylink

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## Description

I was told when I was signing up with CenturyLink fiber, that I would not have data caps. After some discussion online, I've looked into it more and discovered that CL only exempts 1/gbps users from this cap. I was very clear with the sales person who came to my house, about only needing their 40/mbps service and was leaving Wave Broadband in favor of CL because of data caps.

The sales person would appear to have lied about my service not having data caps. I asked directly before we signed anything "So this has no data caps, right?" and she answered "no". I also contacted support online and the following transcript was our conversation.

You are chatting with (b) (6)

info: How may I help you today?

(b) (6) I was told when the sales person offered me service in Seattle. That I could sign up for Fiber with NO data cap. Is this true? Because I am reading online that CL does have data caps

(b) (6) \*Hi,my name is Daihana,I'll be more than happy to help you today.

(b) (6)

(b) (6) No, you have a capacity for 250

(b) (6) : Super. So I was lied to. And I left a company that has a higher data cap.

(b) (6) May I have your address to see what speed you qualify for?

(b) (6) I'm not concerned with speed.

(b) (6) : it's the data cap

(b) (6) : Why is it ok to tell new customers that there isn't a data cap when there is

(b) (6) When you have 1GIG you dont have data cap

(b) (6) n: not what I was told

(b) (6) Maybe you have fiber.

(b) (6) .....

(b) (6) : so fiber has no data cap?

(b) (6) Correct.

(b) (6) : then why didn't you say.. .sigh

(b) (6) : thank you. that is all I needed to clarify

(b) (6) : would you mind sending me a transcript of this conversation for record keeping?

(b) (6) .: At the left of this chat you can save your transcript.

(b) (6) : top left.. thank you, I see it now

info: Your chat transcript will be sent to goldenfalcon19@gmail.com at the end of your chat.

(b) (6) : That is all.. have a good day

(b) (6) .: Is there anything else that I can help you with today?

(b) (6) nope. thank you

Now, I have written record of being told that fiber has NO data caps. But everything on their website says ONLY they 1/gbps users have no data caps.

My complaint is about the inconsistent information about what applies to data caps, and that all services should be without data caps.

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**Ticket: # 662237 - Comcast - Data Usage Billing Plans "Data Caps"**

**Date:** 11/18/2015 1:45:39 AM

**City/State/Zip:** Smyrna, Georgia 30080

**Company Complaining About:** Comcast

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### **Description**

My internet Service Provider has started imposing a 300GB/mo data usage allotment plan "data cap" on a plan that was previously unlimited. This is an unfair business practice that I believe should be illegal.

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**Ticket: # 662238 - Comcast Data Caps****Date:** 11/18/2015 1:45:48 AM**City/State/Zip:** Arlington, Tennessee 38002**Company Complaining About:** Comcast

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**Description**

I am one of the people unfortunate to live in a suburb of Memphis, TN. It is one of Comcast's test markets for their plan to impose a 300GB cap on all subscribers, with an automatic overage fee of \$50 for 10GB. This seems to be in response to "Cord Cutters" who have been abandoning (surprise!) Comcast's TV services and using Netflix, Hulu, Amazon Prime, etc. After the FCC ruling requiring companies like Comcast to treat all data the same, Comcast is punishing users by imposing these ridiculous data caps and forcing people to subscribe to cable to enjoy any reasonable amount of content.

I am the oldest son in a family of 4. Between my brothers and I (all gamers) we easily use up most of the cap. In 16 days, we managed to use 277GB between Netflix streaming, gaming, skype calls, and video streaming. Downloading one modern game from the internet can be between 30 and 70 GB. That's 2 games a month, on average, that each of us can download before going over the data cap. This is before even taking the other sources of data consumption into account.

Data caps are not a new thing, we have been dealing with them on our mobile carriers for years. After endless fights about using Wi-Fi instead of 4G LTE, we decided it made more sense to stick to Wi-Fi when at home. Shortly after, Comcast started enforcing its data caps. It is unbelievably stressful having to always think "Hmm. how much of my data will this youtube video or pandora song use?" I never had to worry about this in my home, but now I'm capped wherever I am (I wont use public Wi-Fi because of security reasons).

I am begging the FCC to please put an end to this madness. Comcast has claimed that their data caps are to make things more fair for internet users who don't use a lot of data, but it costs them nothing to allow for unlimited data. Please put an end to this horrible loophole that allows Comcast to control where we get out data. Please stop this company's unfair treatment of its customers.

Thank you for your time,

(b) (6)

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**Ticket: # 662315 - Comcast Data Caps**

**Date:** 11/18/2015 8:19:40 AM

**City/State/Zip:** Miami, Florida 33179

**Company Complaining About:** Comcast

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## **Description**

Please make Comcast remove data cap restriction. We are using Internet more nowadays for work, leisure, and education done. Comcast is restricted our data 300 Gbps per month and 10 overage and we cannot afford it. They did not adequately inform us or prepared us for the transition. Please stop them.

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[Ticket: # 662312 - Comcast imposing caps on data usage for internet service.](#)

**Date:** 11/18/2015 8:10:26 AM

**City/State/Zip:** Pembroke Pines, Florida 33026

**Company Complaining About:** Comcast

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## **Description**

After we had a service agreement established. Comcast moved forward sending me a notification that a new data cap was being implemented on my data plan. I had not agree to this limit prior to subscribing to the service. They have notified me that if I exceed the 300gb/month cap, I will be billed additionally. I had received calls from them acknowledging that I am subscribed to services such as netflix and that I would be better off subscribing to their tv service. I feel the imposing of these caps are a way to curve (gradually) users from accessing their competitors such as HULU, and NETFLIX. It is very obvious that if comcast starts placing a cap, it will limit most users and will certainly force many to subscribe to TV services.

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**Ticket: # 662457 - Comcast Home Internet data cap**

**Date:** 11/18/2015 10:28:52 AM

**City/State/Zip:** Dallas, Georgia 30157

**Company Complaining About:** Comcast

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## **Description**

Without my consent, I have been subjected to data capages with my Comcast Xfinity home internet service. I live near Atlanta, Ga, and I find this new practice an outrageous way for Comcast to line their own pockets without the consent of their customers. The cap is at 300gb/month, and while most people will not exceed this limit, many who use even Comcast's own online streaming service, will. With the exponential growth of data required to stream, and the higher speeds provided, 300gb is unacceptable for many people, myself included. But even that doesn't touch on the real issue; charging a customer without their consent to a policy. While I'm sure Comcast's lawyers checked their backs to make sure they are legally able to do so, it is a blatant ethical violation as far as I can see.

This is both an issue of the principal, as well as the \$10 overage charge for each additional 50gb used.

Thank you for your time, and I really hope enough people are effected by this to reach out to the only outlet we have to defend us as customers; the FCC.

**(b) (6)**

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**Ticket: # 662475 - Comcast has implemented Data Caps in my area**

**Date:** 11/18/2015 10:38:11 AM

**City/State/Zip:** Shreveport, Louisiana 71106

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a 300 GB data cap in my area, with a new charge to my account anytime I go over that data limit. This is price gouging and nickle and diming customers in my area that have no other ISP choice! As someone who gets all of my media from steaming, the 300 GB limit is unreasonable. As more things move to the streaming business model, it will only get worse. I pay Comcast to give me access to the internet, and they are taking advantage of customers who are held hostage by the fact that they have no other choice in a world where access to the internet is becoming just as vital to society as having a phone line. Comcast has stated that this data cap limit has NOTHING to do with network congestion! This is a money grab from hard working poor and middle class families who already pay too much for internet access. Something needs to be done about this and I expect the FCC to take action.

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**Ticket: # 662872 - \$49 install charge, 250g data throttle**

**Date:** 11/18/2015 12:58:12 PM

**City/State/Zip:** Atlanta, Georgia 30350

**Company Complaining About:** AT&T

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## **Description**

Issue #1: I am providing my own equipment, setting up my network; but being charged \$49 for ATT "contractor" to do nothing... I refuse to be charged for services(cramming my bill) that I am not requesting!! This is another facet of the net neutrality inconsistencies for consumers of non-business services.

Issue #2: I am being required to "auto-pay", and per ATT I must provide credit card information over the phone to a person I do not know... This is a FLAGRANT security issue, as with my personal information being given to another person over the phone vs manual input into a computer where it will be scrambled and prevent personal information being in the hands of a person with the ability to either steal my identity or sell that to someone who will.

Issue #3: Another facet of net-neutrality, data throttling from the cellular litigation, I'm told of a 250g data cap. With this public utility, just like others... ATT cannot just being charging for over 250 gallons of water vs billing initially of a price per gallon(per gig) This infringes upon consumers unadulterated use of the public utility.

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**Ticket: # 662989 - Comcast Data Cap**

**Date:** 11/18/2015 1:36:54 PM

**City/State/Zip:** Davie, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam,

I am currently forced to use broadband internet service from Comcast in the South Florida area since they hold a monopoly on broadband cable service with no other feasible competitors. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It's bad enough I can't rid my home of Comcast and their insidious price increases because of their monopoly on cable services but this is abusive. It should be an anti-trust violation. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, but my family's viewing of any audio or video programming is logged against our data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, Netflix, iTunes accrues against the 300GB limit?

We have five members in our household. My wife and I are both enrolled in online Master's college programs that consume large chunks of data and we don't watch cable regularly. It is convenient to watch our entertainment via Hulu, Netflix, HboGo, etc., when and where we wish to watch it. We also have two small children and we have decided to limit the amount of children's commercial laden cable programming.

I view the 300 GB limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

This is a blatant attempt to force customers to watch Comcast cable TV subscriptions over streaming services.

It's anti-competitive & anti-consumer.

Sincerely,

(b) (6)

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**Ticket: # 663694 - Comcast Data Caps are Unfair and Stunt Innovation and Technology Achievement**

**Date:** 11/18/2015 4:28:25 PM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** Comcast

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**Description**

Comcasts use of Data Caps are hurting customers. Comcast has repeatedly admitted that their Data Caps are in no way related to technology or network congestion. This means they are merely a way for Comcast and other large ISPs to nickle and dime their customers. It is another excuse for a bloated corporate to find ways to make money for service that should be unlimited. This practice should stop

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**Ticket: # 663947 - Comcast Internet Data Caps**

**Date:** 11/18/2015 5:30:59 PM

**City/State/Zip:** Stone Mountain, Georgia 30083

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are restricting my use of the Internet. My family and I are avid technology enthusiasts and we own many data consumption devices and are working on reducing our entertainment bills. We have multiple video games consoles, tablets, televisions, computers, Ooma VOIP, IP camera, and multiple other wireless devices.

I also feel that Comcast is erroneously calculating my data usage. I have had to reduce my usage of Netflix, Amazon, which are monthly subscriptions. My family and I have purchased less video games due to the online component of them and downloading games through the Steam Web Store. I have reduced my security camera to very low quality and frame rates to reduce our data usage.

This has to stop. With the recent release of Microsoft Windows 10 Update, I updated 10 Windows PCs and received email from Comcast that I had used an allotted Grace data usage.

I know for sure that my data usage is not going to decrease and I expect my household to continue to use more data. I am an Application developer and with the push for everything in the cloud and 4k Ultra High definition video streaming, I feel Comcast is restricting my consumption of these options with their unaccepted forced data restrictions and fees that they are "testing". When I signed up for Comcast over 10 years ago there was no such thing as data caps. This is the plan I agreed to then and aside from download speeds is/was the only reason I stick with Comcast. Comcast also has a monopoly in my area and I don't have other high speed providers to choose from. Comcast must remove these idiotic data caps and stop trying to gouge the consumer and reduce one's willingness to take part in our economy.

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**Ticket: # 664303 - Marketing service, but cannot deliver**

**Date:** 11/18/2015 7:11:49 PM

**City/State/Zip:** Atlanta, Georgia 30350

**Company Complaining About:** Comcast

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## **Description**

I have received X1 marketing from Comcast/Xfinity to get service with 75mg,tv and X1.... Comcast has refused to dispatch actual Comcast technician/Engineer... The 2 "authorized contractor" visits have done nothing but waste my time and determined that the entire fiber deployment to this complex is incomplete and not able to have service until Engineering comes out to resolve the issue... While I believe they would graciously send out actual Comcast personnel if I was paying the business premium... To me this dictates different levels of customer service, speeds, data bandwidth that net neutrality prohibits...

Additionally, as of 10/1/2015 Comcast has implemented a 300gig data cap on service, which they do not apply to business customers... which pay an extra fee for this service... I do not believe Net Neutrality allows this distinction among customers.

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**Ticket: # 673944 - Comcast data cap**

**Date:** 11/24/2015 12:28:12 AM

**City/State/Zip:** Franklin, Kentucky 42134

**Company Complaining About:** Comcast

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## **Description**

I have had Comcast at my location for almost three years. Over a year ago, I noticed charges for going over my "data cap". When I signed up for internet, I was told it was unlimited. Instead of using cable, I was able to save a bit of money by using Hulu and Netflix, instead of their "bundle plan". The streaming is apparently what caused my overages. The first man I talked to immediately took the charges off and said that it was a mistake, and that I had unlimited data and that it would never happen again. He assured me of this several times. This was online through comcasts customer service, so I wonder if there is a log of it somewhere. I go to pay my bill and the charges are still there. I ended up having to talk to several people. They finally removed it. I still kept getting fees for data overages each month. My bills became unaffordable. I ended up getting behind on them going through a rough patch. Then I talked to someone else from Comcast about the data overages, and she then told me that it was something they had always done, which is simply not true. A quick internet search and I saw that I'm part of a "test market" for the data cap. Anytime I have called Comcast I'm almost always treated rudely. I never could get a straight answer from a single Comcast employee about the data cap. Anything I found out, I found out on my own. Comcast is also the only viable internet option in my area, or I would have switched a long time ago. The data overages were so ridiculous, that I had to get rid of Netflix and Hulu, and use their "bundle". I did NOT want to do this, but since the data cap, I couldn't keep paying for all the overages, so switching to cable was my only option. Basically I feel Comcast bullied me into their bundle while providing poor customer service. They also sent me a cable box back before I switched to the bundle, and I found out they had been charging me for the bundle as well, when I hadn't even used their cable (or ordered the box for that matter). When I brought up this issue, they didn't seem concerned and said the best they could do was 5.00 off for six months. Which I never saw on my bill (to my knowledge). I used to pay just 45.00 a month in another area for highspeed internet, (around 65 if you include Hulu and Netflix) and now my bill is always a minimum of 150.00. The service goes out several times a week as well. I've absolutely had it. This is not right. The data cap isn't right, it forces the consumer to use all of Comcasts services, services they don't want. I feel so jerked around by this company. Now I have read they are coming out with their own streaming that won't count against their data cap. They are trying to monopolize the market and consumers are paying big time.

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**Ticket: # 664535 - Data Caps on Internet**

**Date:** 11/18/2015 9:10:44 PM

**City/State/Zip:** Gypsy, West Virginia 26361

**Company Complaining About:** Sudden Link

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## **Description**

These data caps are ridiculous, paying monthly for internet is enough as it is, adding these pathetic caps for your internet usage is just wrong and in today's world it is very easy to exceed these caps. Data caps should be removed everywhere from internet service providers, these data caps are just another way for the big cable companies to take our money. Data caps go against Net Neutrality and should be completely illegal in every way possible!

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**Ticket: # 664504 - Comcast Data Cap**

**Date:** 11/18/2015 8:50:17 PM

**City/State/Zip:** Davie, Florida 33314

**Company Complaining About:** Comcast

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## **Description**

To Whom it May Concern-

While surfing the web last night and reading the news I received a pop up notification that I had reached 90% of my data allowance for the month from Xfinity Comcast. This was my first notification of the sort so I logged into my account and found out that I would now have to pay should I go over an arbitrary limit of data that had been set for me by Comcast. Years ago I decided to move away from cable subscriptions and pay only for Internet as it is the only tool I use. I stream using services like Netflix when I want to watch video. Many customers like myself are now being punished and forced back into fees we did not want to pay by Comcast who is looking to gain back revenue being lost to falling cable subscription numbers.

ANY cap is unacceptable, because data is an UNLIMITED resource. ALL data caps are 100% arbitrary and this can easily be proven with the laws of physics. Bandwidth is the limited resource. Congestion can ONLY happen by over saturation of bandwidth. When ISPs start capping services, they're not trying to prevent congestion. They're trying to arbitrarily limit your service to get them more money, and that's the only reason they do it. This allows them to negate competition and will allow them to 'compete' on arbitrary restrictions, ultimately for the worse of all customers.

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**Ticket: # 665824 - COMCAST Data Caps**

**Date:** 11/19/2015 2:11:26 PM

**City/State/Zip:** Parsippany, New Jersey 07054

**Company Complaining About:** Comcast

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### **Description**

I condemn the business practice of Data Caps especially from ISPs like COMCAST!!! The American consumers should not be subject to evil business practices like this that bastardized the industry and Countries growth

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[Ticket: # 664738 - Comcast data cap](#)

**Date:** 11/19/2015 12:13:32 AM

**City/State/Zip:** Boynton Beach, Florida 33436

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to impose a data cap and a pay wall. This is outrageously egregious and should be illegal.

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**Ticket: # 664827 - Comcast Data Cap**

**Date:** 11/19/2015 3:03:53 AM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

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## **Description**

I'm on mobile right now and unable to make a long and well worded message for you. However I felt the need to lodge a complaint regarding comcast's new data cap that will be implemented in the new year. Nothing in any of the literature states a reason other than "fairness". Fairness for who? This is just a revenue generator from them and I am powerless to do anything about it since there are no other isp's available to me in this area. The way they charge for overages is not logical, they will charge \$10 extra per 50Gb over the 300Gb threshold they have set, so if it's 1 byte over I get charged the entire 10 bucks and the rest does not roll over to the next month. That would be like buying a gallon of milk, taking one sip out of it and having the store take it back from you. Please look into this, comcast is basically extorting us and you are the only people who have the power to do anything about it. Internet access is maturing and will be one of the biggest parts of the future (if not THE biggest) and what we decide now will not only effect me or you, but it will effect our children and grandchildren. Please help.

Sincerely,

(b) (6)

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**Ticket: # 665000 - Comcast Data Caps**

**Date:** 11/19/2015 10:29:48 AM

**City/State/Zip:** Blacksburg, Virginia 24060

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps that are rolling out to many more places gives me a lot of concern. They claim 300gb is a lot of data and only 10% of customers hit that cap today. But what about in 5 years when 4k video is more common and everybody is hitting it? It's a money grab, pure and simple. And it'll stifle new products and companies. If I have to worry about my data cap, I'm less likely to rent a movie on iTunes or Vudu and instead rent it...from Comcast's On Demand which won't touch my data. Just. Like. They. Want.

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**Ticket: # 665024 - Comcast Data Caps**

**Date:** 11/19/2015 10:42:17 AM

**City/State/Zip:** Woodstock, Georgia 30189

**Company Complaining About:** Comcast

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## **Description**

For a while, here in Atlanta, Comcast has had a data cap of 300GB/month. This was not a concern for many months until recently, when half way through my billing cycle I started getting notifications that I've reached 50%, 60%, or even 70% of my "allowance". This is a concern, because I have a child in home school that uses internet constantly for his school work, using video conferencing apps in his computer for classes. Yes, we stream video for entertainment as well, but that is very small compared to his video apps being used, as well as other internet connected apps for school on a daily basis. This is a serious concern because my son needs to use a lot of data just for school, and Comcast does not make any concession, gives any credit or allowance for families with home schooled children. Rather, they try to nickel and dime you to force you to pay an additional \$35.00 a month to have the "privilege" of unlimited data. This is worrisome to say the least.

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**Ticket: # 665100 - Comcast Data Cap**

**Date:** 11/19/2015 11:17:05 AM

**City/State/Zip:** Topsham, Maine 04086

**Company Complaining About:** Comcast

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## **Description**

In my area Comcast has imposed a data cap of 300 GB per month, plus an additional fee for each extra 50 GB used. There is currently no unlimited GB plan available. If I choose not to buy expensive TV bundles that include mostly trash/reality/commercials, I have nowhere to go for quality programming.

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**Ticket: # 665041 - Comcast's Incoming Data Cap****Date:** 11/19/2015 10:50:55 AM**City/State/Zip:** Jonesborough, Tennessee 37659**Company Complaining About:** Comcast

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**Description**

Comcast has announced they will be instituting a 300GB data cap per month in my area of Tennessee. These data caps are ridiculous in a time where nearly every leisure activity based around the home relies on an internet connection. Netflix, Youtube, video games and constant patches.

Not to mention the fact that they force people in my area to either take their cable television and internet bundle, or nothing at all. For a decade I've been paying them for a cable service I've never used one single time, but have to continue paying for if I want to keep an internet connection. I'd love to have the 30 or whatever dollars a month I've been extorted for their inseparable cable package.

They have absolutely no real competition in my area which allows them to run rampant like this. It is completely unacceptable and will only lead to other companies doing the same thing to their customers.

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**Ticket: # 665045 - Comcast data caps**

**Date:** 11/19/2015 10:54:05 AM

**City/State/Zip:** Carol Stream, Illinois 60188

**Company Complaining About:** Comcast

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## **Description**

Please stop Comcast and any ISP for that matter from implementing data caps on our service. I am a streaming household because that is my choice, and I already pay Comcast \$65 per month, plus taxes and fees, for my internet service. If caps are implemented, I will have no choice but to re-subscribe to cable and drop my netflix, hulu, hbo, and showtime streaming subscriptions. It will hurt those companies to the benefit of Comcast. It's simply anti-competitive because Comcast wants to maintain their stranglehold on pay tv service, even though I am more than willing to pay others for the service. It will stifle innovation in the entertainment field. At my home I do not have the choice of U-Verse or Wow internet service. Comcast is my only ISP. And I am in a fairly large Chicago suburb (b) (6) Please help the consumer avoid this blatant cash grab by Comcast. Thank you for all of your support!

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[Ticket: # 665054 - Comcast Data Cap charges](#)

**Date:** 11/19/2015 10:56:29 AM

**City/State/Zip:** Atlanta, Georgia 30324-3625

**Company Complaining About:** Comcast

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## **Description**

My ISP, Comcast, has instituted and continues to spread a data cap plan that charges for usage over a certain level. By their own admission, this isn't due to network congestion issues but to drive additional revenue. Home based broadband services shouldn't go the way of the airlines by charging you for everything they can dream up.

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**Ticket: # 665060 - Comcasts Data cap**

**Date:** 11/19/2015 10:57:19 AM

**City/State/Zip:** Margate, Florida 33063

**Company Complaining About:** Comcast

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## **Description**

This is going to cause a lot of problems down the road, and the fact that they're doing it to make more money and not to stop internet "Traffic Jams" as wireless phone providers claim, is very selfish of them. If they want to keep their cable subscribers who are cord cutting, they should be making an app similar to netflix, or stream channels and let people choose what channels they want to watch.

I cut my cord and started using netflix and hulu because I had 800 channels and watched maybe 50 of them, and I couldn't get those 50 channels without getting the other packages. So yeah, maybe they should make a streaming service themselves, it wouldn't be that difficult, other companies do it.

This data cap restrains and stunts growth in the industry, they are preventing progress.

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**Ticket: # 665091 - Comcast 300gb data cap**

**Date:** 11/19/2015 11:11:43 AM

**City/State/Zip:** Murfreesboro, Tennessee 37128

**Company Complaining About:** Comcast

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## **Description**

I live in the Nashville area and have been very negatively impacted by this unnaturally low data cap that Comcast is enforcing. It is 11/19/2015 and my household has already managed to 315GB with 11 days left in the month. Our whole world is connected to the internet today. I have a household of 5. Three kids are constantly watching netflix and youtube on their tablet. My wife and I try to watch a couple of movies per week. This month there were 2 major gaming releases on Xbox One (Call of Duty and Halo) I got both of those game. I actually got a hard copy of them and when I put the disc in I still had to download about 150GB in updates. That is half of my data cap right there just to play a couple of video games, and that with the hard copy! Just think if I wanted to digitally download the game.

With all of the data usage, streaming, updates, downloads, and data backup it is completely absurd to think every family from a household of 1 to a household of 5 or 6+ can fit into this 300GB bubble that comcast is forcing people into. An open internet isn't open if we aren't allowed to use it.

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[Ticket: # 665213 - Comcast data cap](#)

**Date:** 11/19/2015 12:00:22 PM

**City/State/Zip:** Mill Creek, Washington 98012

**Company Complaining About:** Comcast

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### **Description**

DON'T LET THIS HAPPEN. Comcast's new data cap plan is clearly a ploy to squeeze the consumer for a few extra dollars due to lost revenue from cable-cutting.

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**Ticket: # 665296 - Comast Data Cap Scam**

**Date:** 11/19/2015 12:23:36 PM

**City/State/Zip:** Springfield, Georgia 31329

**Company Complaining About:** Comcast

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## **Description**

Comcast is implementing a 300gb data cap without telling me (the customer) at any time both on the website or at the time of ordering the service. I have called Comcast to complain only to get a very generic response about how there is nothing they can do about it. I have burned though 300gb of data within 2 weeks of the month, I have repeatedly requested for the data counter to be checked to see if it is reading the data amount correctly after 60 days I have yet to here anything back. at the end of this month I will begin to get charged 10 dollars for every 50 gb block I use after the 300. I am at my wits end with this because they act like they have me and there is nothing I can do about it. In some markets they have offered that if the customer pays a additional \$30 to remove the cap. I was never informed of the data cap when I signed up and there is no mention of the cap on there website.

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[Ticket: # 665309 - Anticompetitive practices and price gouging](#)

**Date:** 11/19/2015 12:27:01 PM

**City/State/Zip:** Silver Spring, Maryland 20906

**Company Complaining About:** Comcast

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## **Description**

Please investigate Comcast's flagrant price gouging, which they are imposing on customers in some markets as data caps... only they aren't calling them data caps. It is unfair and unethical to randomly start charging customers for using just enough data to stream video. The practice is anticompetitive to video services like Netflix and Hulu. Because there is little choice for most consumers, because ISP's are allowed to have market monopolies, consumers have no choice but to accept price gouging by companies like Comcast.

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[Ticket: # 665333 - Comcast data caps](#)

**Date:** 11/19/2015 12:33:05 PM

**City/State/Zip:** Tamarac, Florida 33321

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are all profit no benifit for anyone but them selfs. It has been shown that comcast internet data caps are useless and only want to tap into peoples pockets in there already expensive service. Please some one show this company that they cant just do whatever they want when they want to. No more data caps

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**Ticket: # 665368 - comcast**

**Date:** 11/19/2015 12:40:46 PM

**City/State/Zip:** Key Largo, Florida 33037

**Company Complaining About:** Comcast

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## **Description**

i am writing to complain about comcast's blatant disregard for a free and open internet by implementing "data caps". my rent has gone up now thanks to them, as my utilities are included in what i pay and like most people, i use the internet more than a paltry 300gb/month.

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**Ticket: # 665507 - Data Caps**

**Date:** 11/19/2015 1:13:50 PM

**City/State/Zip:** Carrollton, Texas 75007

**Company Complaining About:** Comcast

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## **Description**

Comcast instituting data caps, or the "Data Usage Plan" as their marketing department likes to call it, is bad for business. According to their own internal memos, as well as tweets from their senior network engineers, the data caps have no basis in network performance.

Ordinarily, a company that makes an unabashed cash grab like this would be penalized by the free market: customers leaving to another service. In the case of broadband internet service providers customers in far too many markets have fewer than 3 choices. And all too often, the choices are restricted to only two or even one. These customers have no recourse to defend themselves against this move, no way to change providers and attain a level of service that is becoming increasingly necessary in the world as it exists today.

Personally, I suspect that this is in part an attempt to dissuade consumers from "cutting the cord," and leaving their traditional cable television packages in favor of digitally distributed options (e.g. Netflix, YouTube, HBO GO).

A company that has such pervasive government granted monopolies in so many markets should be subject to greater government consumer protections.

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**Ticket: # 665512 - Comcast Data Caps**

**Date:** 11/19/2015 1:14:28 PM

**City/State/Zip:** Lockport, Illinois 60441

**Company Complaining About:** Comcast

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**Description**

I find it outrageous that Comcast is going to be implementing data caps in all markets soon solely on the basis for receiving more money. Which they have proven to NOT be network congestion related from the leaked documents.

I know there are thousands and thousands of others that feel the same that are submitting FCC complaints about this too mainly concerning the data caps.

The Internet really needs to be classified as an utility by now, just as the same as water, gas and electric have been for a very long time now.

The 300GB data cap they implement is also extremely too low of a cap in today's day in age. Especially for people classified as "cable cutters", whom get rid of Cable TV and do complete streaming of everything (Netflix, Hulu, Amazon, etc). But even for those not cutting the cord, this is still extremely low and can easily be hit. You have video game consoles with very large games OR updates to those games that are typically in the range of 5GB to as large as 60GB (GTAV). Add Netflix and other streaming + other average household members, this cap then become easily hit long before the month is over to reset.

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**Ticket: # 665585 - Comcast Monopoly and Data Caps****Date:** 11/19/2015 1:29:28 PM**City/State/Zip:** Chicago, Illinois 60618**Company Complaining About:** Comcast

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**Description**

I am a Comcast customer, but not because of choice or the free market. In Chicago, most buildings are connected to either Comcast or RCN. Want a different choice? Too bad.

On top of that, the data caps that Comcast is imposing will lead to exponentially rising costs of the internet for everyone, not just Comcast customers. ISPs (must be considered separate from the cable portion of their companies) are making larger and larger profits while their infrastructure, especially in major metropolitan areas, is not improved. The data caps are a money grab to increase profits--period. If Comcast is allowed to implement these data caps across the board, other companies will follow suit, and everyone's internet access will become more expensive.

I understand that they're supplementing the failing cable TV model with internet service sales, but they fail to accept their prohibitive costs to a large portion of customers is fueling the exodus from cable. And to account for that, they're charging more for a service without the service increasing in quality. In fact, Comcast's quality of service is abysmal.

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[Ticket: # 665712 - Comcast Streaming Service not subject to Data Caps](#)

**Date:** 11/19/2015 1:55:24 PM

**City/State/Zip:** Poulsbo, Washington 98370

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun imposing nation wide data caps that are clearly intended to limit online streaming. The cap (250-300gigs a month) is very little when you have more than a single family member using it to stream. Now Comcast has released an internet streaming service that is NOT subject to these caps. This creates unfair competition and forces consumers into using Comcast's streaming service. Please end usage caps.

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**Ticket: # 665787 - Comcast Internet data limit on home service****Date:** 11/19/2015 2:06:37 PM**City/State/Zip:** Little Rock, Arkansas 72212**Company Complaining About:** Comcast

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**Description**

FCC

I have internet only service from Comcast in the Little Rock, AR area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming? Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have three members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

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**Ticket: # 665838 - Comcast caps**

**Date:** 11/19/2015 2:13:26 PM

**City/State/Zip:** Evansville, Indiana 47715

**Company Complaining About:** Comcast

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## **Description**

The FCC should not be allowing Comcast to administer data caps. I may not be a customer of Comcast but I'd hate to see the ramifications of this move should they be allowed to continue. Once they can get away with it on a larger scale. Other ISPs will think they can too. It's not as if Comcast has the best service and pricing around. Or great customer service to make up for it. Rather they have terrible customer service, terrible speeds, and are ridiculously over priced. Home internet is meant to be used. Not capped. Has the possibility of stifling many new and up coming businesses if people are worried about getting online. Which can stifle our economy. Especially while Comcast lines their pockets even deeper. Please consider cutting them off. Not even asking for punishment on top of it. Just cut them off.

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**Ticket: # 665886 - Concerns over data caps and abuse of natural monopoly**

**Date:** 11/19/2015 2:21:41 PM

**City/State/Zip:** Keizer, Oregon 97303

**Company Complaining About:** Comcast

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## **Description**

I would like to take a moment of your time to voice my concerns over the recent expansion of data caps in several more cities where Comcast has a natural monopoly over cable, which in most cities is the only viable option for broadband internet.

It appears from all of the public information available that their networks are not under any real strain from the "abusive" users they are claiming to protect their other customers from by implementing these caps, and are solely implementing the caps and accompanying overage fees as another method of increasing the cost of a service their customers are already paying for. This especially punishes those who may have decided to forgo traditional entertainment methods and instead are now receiving them over the internet. The caps seem to be structured in such a way as to impact a fair percent of "normal" users who enjoy using products from competing entertainment providing companies over a service they provide (using a service they are paying for.)

They seem to be blurring the issue by saying they are not "limiting" the internet usage (very clearly trying to avoid the term cap, instead referring to it as a plan) so they can continue to claim "unlimited" internet usage. Other evidence for this can be seen in areas where local municipal broadband offers a competitive product at a lower price -- these don't appear to be the markets where the caps are rolling out, for fear of losing those customers; Rather, they are implementing these in areas where there isn't an obvious or comparable alternative.

The nature of communications has changed to where it seems fit to identify access to communications as equal to access to electricity -- in my daily work I need to have quick and reliable access to work remotely from home to support those I work with.

Thank you for your time,

**(b) (6)**

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**Ticket: # 665944 - Comcast Data Caps & Bundled Service**

**Date:** 11/19/2015 2:36:43 PM

**City/State/Zip:** Grand Rapids, Michigan 49507-3148

**Company Complaining About:** Comcast

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**Description**

I oppose the Comcast data caps. As I move more of my life, including media consumption, online, data caps make it more difficult to consume what I want to, and they also favor Comcast, in that it makes streaming less viable and their cable service more viable by shifting a great expense to me if I exceed the data cap; Comcast cable, of course, doesn't come with the same limits.

Further, it is cheaper for me to buy cable and internet bundled. It makes no sense that I would pay less for two services than I would for just internet, which is really all that I want.

The data caps and service pricing seem designed to force me to buy Comcast cable offerings, which I don't want.

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[Ticket: # 665972 - Do not allow Comcast to enact data caps](#)

**Date:** 11/19/2015 2:43:32 PM

**City/State/Zip:** Westminster, Colorado 80031

**Company Complaining About:** Comcast

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## **Description**

For many users of the internet, there is no viable way to access the internet other than comcast.

Comcast is proposing to roll out data caps to give them a way to charge customers for streaming content online.

This is even more anti-competitive than other comcast practices and will hurt businesses on the internet.

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**Ticket: # 665989 - Comcast Data Capping Program**

**Date:** 11/19/2015 2:48:56 PM

**City/State/Zip:** Denver, Colorado 80211

**Company Complaining About:** Comcast

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## **Description**

Comcast's "Data usage plan" is a worrying trend that has the potential to drastically stifle innovation and growth in any sector of business that relies on the internet. Instead of forcing content providers to pony up for high data usage, they've apparently decided to pass this bill onto the consumer. While this isn't technically illegal (yet), it effectively does the same thing as breaking the net neutrality principals the FCC has already put in place.

The first sentence outlining the principals of net neutrality the FCC Open Internet page states "An Open Internet means consumers can go where they want, when they want." With data caps, ISPs will essentially make this statement a falsehood. A consumer will no longer be able to go where they want freely, as they will always need to worry about the potential "data usage" of their destination before deciding which sites to navigate to.

Furthermore, paying an extra fee for the removal of a data cap is certainly a version of "Paid Prioritization". Though, in this context, the consumer is paying for the ability to use services with higher data usages rather than businesses paying ISPs to serve these products at the rate they were meant to be served.

Please restrict the use of Data Capping by any broadband ISP.

(For the record, I am not currently in a market where data capping is being performed to my knowledge. I'm simply worried about the implications of these sorts of programs)

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**Ticket: # 665976 - COMCAST DATA CAPS**

**Date:** 11/19/2015 2:45:09 PM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

Hello,

I would like someone to explain to me why Comcast suddenly enforcing data caps is not extortion. They're extorting the American people by forcing a regulation on a resource that has an infinite limit. This is not water, this is not gas, there is no limit to how much internet is available. Why do they get to suddenly enforce these new regulations without the FCC looking into this? It's no secret that Comcast leveraged their, in most cases, monopoly on the US data infrastructure to force companies such as Netflix to pay for more backend lines to reach their customers. That was awful enough and while Comcast was making money doing that they then decided that they would also bleed their customers dry and enforce data caps. So now Comcast is making more money on both ends. Screwing the people and other corporations. It's funny that there's no data cap on how much Comcast TV I can watch or how much talking I can do on my Xfinity phone.

Why don't we have other choices? How is this legal? Why can't anyone help?

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**Ticket: # 997189 - Internet Data Limits**

**Date:** 5/24/2016 1:12:44 PM

**City/State/Zip:** Elizabethtown, Kentucky 42701

**Company Complaining About:** Comcast

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## **Description**

I had Comcast internet service, along with an upper level tier of their cable service. While the internet service was often as fast as advertised (75Mbps down), if I simply used my connected devices how I wanted to (streaming movies, downloading games & updates) I frequently ran into my data cap of 300GB a month, many times multiple months in a row. I do not live in an area where I can even pay Comcast extra to allow unlimited data, it's just not offered in my area. I've had to go to a slower internet service in order to not end up paying an extra 30+ a month in fees.

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[Ticket: # 997197 - At&t Data cap](#)

**Date:** 5/24/2016 1:13:42 PM

**City/State/Zip:** Muncie, Indiana 47303

**Company Complaining About:** AT&T

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## **Description**

It seems as though data caps are a money grab for these companies and have no true relevance to how the internet works. Please take action immediately to stop these companies from stealing money from hard working Americans. Internet access should be treated like a utility. There has been terrible notification of the caps. I received one post card about the caps and it gave e no information on what my limit was or is at this time.

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**Ticket: # 997261 - Buckeye CableSystems Data Cap**

**Date:** 5/24/2016 1:20:05 PM

**City/State/Zip:** Toledo, Ohio 43615

**Company Complaining About:** Buckeye Cablesystem

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## **Description**

I live in Toledo, OH and we have a severe lack of competition when it comes to ISPs. Buckeye Cable is one option and minus their data caps, they provide good service and speeds. Their data caps are crippling however. With simply streaming our TV every month, we routinely but up against our 500GB cap and have to scale back the last few days of each billing cycle. I am a hobbyist videographer and I can never comfortably share the content I create due to our data cap. I do not think data caps are at all in the best interest of the consumer. It is simply a company reserving the right to charge more if you go over their arbitrary limit. Please consider my complaint and put an end to this practice.

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[Ticket: # 997262 - ATT data caps](#)

**Date:** 5/24/2016 1:20:08 PM

**City/State/Zip:** Neptune, New Jersey 07753

**Company Complaining About:** AT&T

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### **Description**

I'm complaining about AT&T's new data caps they are about to impose. It's completely anti-consumer and it's an obvious effort to curb people from moving away from traditional TV service to streaming. Please end this horrible behavior.

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**Ticket: # 997311 - ATT Internet Caps**

**Date:** 5/24/2016 1:24:22 PM

**City/State/Zip:** Houston, Texas 77084

**Company Complaining About:** AT&T

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## **Description**

Dear Sir or Madam, I have internet only service from ATT in the Houston area. ATT has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by ATT over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by ATT's data cap. We have three members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from ATT as a preferred programming provider as opposed to the fair playing field intended by the FCC.

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[Ticket: # 997322 - Data Caps](#)

**Date:** 5/24/2016 1:25:38 PM

**City/State/Zip:** Greenwood, Indiana 46142

**Company Complaining About:** Comcast

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## **Description**

Data caps do nothing but inhibit growth. Stop data caps!

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**Ticket: # 997344 - Data caps**

**Date:** 5/24/2016 1:28:33 PM

**City/State/Zip:** Grand Prairie, Texas 75050

**Company Complaining About:** AT&T

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## **Description**

The current unfair, anti-consumer business practices in the broadband industry are down to government-approved regional monopolies. This needs to be put to a stop for the good of the American people.

Companies such as AT&T, Comcast, Time Warner Cable and Verizon have, over time, agreed upon monopolizing their own regions in order to maximize their profits at the expense of the consumer by providing a sub-par quality of service. Government officials are lobbied (legally bribed) to ensure that these anti-consumer regional monopolies can continue to exist.

Whereas, companies such as Google are attempting to advance the quality of service in the broadband industry within the United States by building new infrastructure and providing a low-cost, high quality service. However, the existing monopolies are doing everything they can to slow progression by; introducing and maintaining anti-consumer monopoly laws through their lobbying (bribing) efforts; intentionally running their business at a loss in areas where startup companies are attempting to enter the market in order to quash competition; and lowering their quality of service whilst still increasing prices.

AT&T have started to implement data caps and increase prices, whilst in the same timescale other countries have; built and improved their infrastructure to the point where they have no data caps; increased their speed to double that of the average American broadband connection; maintained a low-cost to their service whilst continuing to improve it.

Competition promotes growth within an industry. Without competition, companies will continue to allow the quality of service they provide to degrade whilst raising prices to maximize their profits. It is the responsibility of this commission to ensure that the American people are given a fair deal and that shady, anti-consumer business practices be ceased.

An oversight committee must be established, with the sole objective of improving the quality of American broadband services. The first step towards that will be abolishing monopolies, introducing competition-friendly laws and fostering a competitive culture within the industry.

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[Ticket: # 997347 - Internet data caps](#)

**Date:** 5/24/2016 1:28:47 PM

**City/State/Zip:** Warren, Michigan 48092

**Company Complaining About:** AT&T

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## **Description**

If data caps continue to be imposed it will hamper my use of the internet for research and training. Research and training that I use to better my job and knowledge.

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[Ticket: # 997354 - AT&T Data Caps](#)

**Date:** 5/24/2016 1:30:01 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** AT&T

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## **Description**

Hello,

I was recently informed by AT&T that they will be implementing 300GB data caps on my internet service. However, they offered to remove the data caps if I also purchased a TV subscription bundle. This is clearly an anti-competitive action intended to make "cord cutting" and streaming of movie and TV content infeasible.

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**Ticket: # 997367 - Data caps**

**Date:** 5/24/2016 1:32:43 PM

**City/State/Zip:** Grand Island, New York 14072

**Company Complaining About:** AT&T

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## **Description**

Big cable/Internet provides are stagnating the completion and market byy creating data caps instead of fixing and upgrading their outdated systems they have in place. There is literally no need for a data cap on our Internet access. It's simply to pull more money out of us as the consumer when they arbitrarily enforce data caps upon us. We live in an age of information and computers have never played a bigger role in the day to day life of humanity. We are well past the dark ages of restricting people's access to information. We the people should be able to use as much of the Internet we want without fear of acrewing bogus charges for overages!

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**Ticket: # 997369 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 1:33:11 PM

**City/State/Zip:** Brockton, Massachusetts 02301

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video service, ( Mine is Netflix,) by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I use. They, Netflix, compete with Comcast by offering better price, quality and selection at a very affordable price.

There's no legitimate reason for data caps to exist at ALL, or allowing the FEW major cable providers, an ILLEGAL MONOPOLY. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps.

They set a price for Internet service and then punishing us if we use more than what they decide is enough. These cost we pay for Internet are already some of the highest prices in the world and we are not allowed to use it as intended, FREELY.

This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

I, personally, seldom watch my basic few channels of cable TV and cannot afford any more because the cost is absurdly outrageous. I use a digital antenna to get more stations. Also, It should be illegal for a cable company to by an over the air broadcast network and then charge it's customers another fee to watch it. A network that has always been free to watch because of commercial advertisement is now a pay for channel because of a new fee imposed to have that channel in my very basic lineup. Now it seems that we have to watch a higher amount of commercials on this once free ast broadcast network to pay the cable company's acquisition costs so they can then buy up more free networks to charge us for.

This was never intended for our free broadcast networks to be paid for. That is why they have commercials, as a way to keep them free.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them with huge amounts of lobbying money that we as customers pay for in the end. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers (not hire a former cable director to oversee his own industry.) That's Politics at it's (crooked best.) from these kinds of abuses by Cable companys. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

DEAR CABLE COMPANY, DO NOT USE THIS AS A WAY TO INTERFERE WITH MY SERVICE IN ANY WAY, JUST BECAUSE I AGREE WITH THIS ARGUMRNT OR PETITION.

(b) (6)

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**Ticket: # 997377 - AT&T Data Caps**

**Date:** 5/24/2016 1:34:00 PM

**City/State/Zip:** Miami, Florida 33175

**Company Complaining About:** AT&T

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## **Description**

Recently, AT&T has forced Data Caps on it's data lines unless you "sign up for TV service". This is a price gouging anti-competitive item that is going to hurt both the customer and other TV companies.

Can the FCC please do something about the telecoms in this country? Seriously, I've seen revolutions go faster than this iteration of the FCC on some issues.

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**Ticket: # 997391 - Data caps on broadband**

**Date:** 5/24/2016 1:36:25 PM

**City/State/Zip:** San Antonio, Texas 78240

**Company Complaining About:** AT&T

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## **Description**

Recent changes by AT&T to place arbitrary data caps on those customers electing to forego bundled Internet and cable tv option is egregious. ISPs are essentially punishing customers who wish to forego a bundled cable TV plan if their only need is internet services. Data caps limit our options as customers for reliable internet usage without fear of unfair fees for going over limits placed by the ISP, and due to the paucity of competition available in even the largest of cities, this poses a threat to innovation, competition, and in reality the very tenet of capitalism that our elected officials and businesses hold so dear. Please put an end to this charade the ISPs are flaunting as a measure to prevent overloading their infrastructure. Their intents are to squash competition, limit customer choice, and punish customers wishing to avoid cable tv packages all while squeezing more money out of customers while providing a lesser service.

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[Ticket: # 997396 - data caps](#)

**Date:** 5/24/2016 1:37:08 PM

**City/State/Zip:** San Diego Ca, California 92128

**Company Complaining About:** AT&T

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## **Description**

The data caps that ATT&T cable company arbitrarily imposes on me interferes with my ability to use the internet as I wish to. To work, use streaming services I'm paying for, etc.

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[Ticket: # 997411 - Data Caps](#)

**Date:** 5/24/2016 1:39:05 PM

**City/State/Zip:** Hamilton, New Jersey 08610-3714

**Company Complaining About:** Verizon

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## **Description**

AT&T has begun using data caps today. This is ludicrous. The internet should be considered a utility, not a service that can be used to extort more money from those of us who need it for either work or personal lives.

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[Ticket: # 997417 - Data Caps](#)

**Date:** 5/24/2016 1:40:02 PM

**City/State/Zip:** Hopkinsville, Kentucky 42240

**Company Complaining About:** Time Warner

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## **Description**

I know I do not have data caps ("that are enforced") with my current ISP. Data Caps are not in the interest of the public and would not exist in a competitive market place without collusion. I am aware it's not a corporation's job to look out for the public interest. A corporation's job is to make as much money as possible. The FCC's job to watch out for the public.

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[Ticket: # 997445 - Data caps](#)

**Date:** 5/24/2016 1:45:10 PM

**City/State/Zip:** Brooklyn, New York 11211

**Company Complaining About:** Time Warner

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## **Description**

It's absolutely ridiculous that data caps exist for wired broadband connection. It's purely a way to attempt to force consumers to not cut the cord. This is evident when you see clauses such as AT&T's that state if you still have cable then you won't be charged for exceeding the supposed data "cap".

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**Ticket: # 997457 - NO DATA CAPS**

**Date:** 5/24/2016 1:46:35 PM

**City/State/Zip:** Essex, Maryland 21221

**Company Complaining About:** Comcast

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## **Description**

Hi, I just want to officially file my objection to any and all sorts of data capping that has been implemented by Comcast in other regions. They currently have an "unenforced" data cap around this area of around 300GB a month, I believe. Other areas they have begun penalizing users for overreaching this cap and I believe it is only a matter of time before they roll it out to this area and nationwide. I completely do not support this and I do not believe any customer anywhere does. Barring the fact that Comcast clearly has an unlawful monopoly over the entire Baltimore metro area when it comes to high speed internet service (there is FIOS but it is sporadically provided in the county, and as far as I know completely unavailable within the city), they must not be allowed to enforce these strict data caps. There is no infrastructural reason to do it, it is only to hurt streaming services such as Netflix and Hulu, which are the reason these companies are losing cable customers left and right. Data capping will stifle progress and the whims of the free market. Comcast and other companies need to learn how to innovate and provide MORE for the consumer, not find ways to restrict them further because they can't keep up with streaming services and currently have complete control over the Internet providing market.

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[Ticket: # 997459 - Data caps](#)

**Date:** 5/24/2016 1:46:46 PM

**City/State/Zip:** St. Louis, Missouri 63130

**Company Complaining About:** AT&T

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## **Description**

The data caps that AT&T arbitrarily imposes on me interferes with your ability to use the internet as you wish to.

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[Ticket: # 997483 - Internet Data Caps](#)

**Date:** 5/24/2016 1:51:43 PM

**City/State/Zip:** Vacaville, California 95688

**Company Complaining About:** AT&T

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### **Description**

AT&T, my ISP, is just now actively using internet data caps, of a measly 300gb/month. This is not only insanely low, it's ridiculous. It's a money grab, and it goes against the principles of net neutrality, especially if AT&T's video streaming services are exempt from the cap.

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[Ticket: # 997462 - AT&T Data Capping People](#)

**Date:** 5/24/2016 1:47:08 PM

**City/State/Zip:** San Antonio, Texas 78228

**Company Complaining About:** AT&T

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## **Description**

AT&T Data Capping People who do not buy into their big packages with TV. So if I decide to just get internet services only, I have a cap restriction and will be charged for going over. How is this still ok? These are unfair, anti-consumer business practices! We need to break up these so-called "natural monopolies," encourage municipal broadband, install oversight committees and prevent this kind of wanton price gouging.

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[Ticket: # 997694 - Data caps](#)

**Date:** 5/24/2016 2:20:37 PM

**City/State/Zip:** Salt Lake City, Utah 84106

**Company Complaining About:** Comcast

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## **Description**

Data caps are 100% arbitrary and cannot be technically justified.

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[Ticket: # 997486 - Net Neutrality](#)

**Date:** 5/24/2016 1:52:27 PM

**City/State/Zip:** Saint Louis, Missouri 63122

**Company Complaining About:** AT&T

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## **Description**

They're violating net neutrality by employing data caps. Data caps have been proven to have nothing to do with congestion or any other reasoning ISP's have provided; it is nothing more than a cash grab intended to hold on to legacy income from cable. It unfairly targets those of us with no intention of using cable.

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**Ticket: # 997510 - Data Caps**

**Date:** 5/24/2016 1:54:48 PM

**City/State/Zip:** Alexandria, Virginia 22310

**Company Complaining About:** Verizon

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## **Description**

Why are data caps allowed for non-wireless internet?

I don't like the idea of Verizon telling me how much internet I use when their main competition to their TV services are high bandwidth website (Netflix & Amazon Video). For example a HD Episode on Netflix is usually about 450 MB.

Furthermore, Video Games are increasingly larger and I buy many of them digitally. DOOM 2016 was a 48 GB download. If I was capped at 250GB (Comcast) then I have just used 19% of my monthly data limit. This coupled with some Netflix or Youtube viewing and I could easily see myself hitting the cap.

-Concerned Consumer

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[Ticket: # 997572 - AT&T data caps](#)

**Date:** 5/24/2016 2:03:36 PM

**City/State/Zip:** Villa Park, California 92861

**Company Complaining About:** AT&T

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## **Description**

The AT&T data caps are ridiculous. They are arbitrary and cannot be justified.

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**Ticket: # 997516 - AT&T's new data caps**

**Date:** 5/24/2016 1:55:17 PM

**City/State/Zip:** Meriden, Connecticut 06450

**Company Complaining About:** AT&T

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## **Description**

I buy video games online. These games are often 20, 30, even 50 gigabytes in size - with frequent patches and new content released for games I already own. If a data cap was applied to my internet connection, online video game stores as well as the developers and publishers of those games would lose my service because I would not be able to buy and download more than a few games a month without hitting the data cap.

I fear that, if companies like AT&T and Comcast are permitted to impose data caps like this, then data caps will come to my service provider as well, restricting my access to games.

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**Ticket: # 997768 - Data Caps****Date:** 5/24/2016 2:30:41 PM**City/State/Zip:** Boston, Massachusetts 02215**Company Complaining About:** Comcast

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**Description**

It is an unfortunate fact that data caps are slowly rolling out across the US - as technology increases we should expect to see MORE internet - faster speeds, cheaper prices. Sadly the opposite is happening.

I'm a college student. I have an apartment with two roommates. We don't own a TV - none of us watch sports, nor do we want to pay an extra \$15 each a month for something we'll barely use. We're what's known as 'cordcutters' - we don't have cable, nor do we want it. When we want to watch something we stream it from Netflix or Hulu - a far cheaper, more reasonable option.

Data caps make this expensive. It's not hard to see who the data caps are aimed at - it's aimed at hurting cord cutters. Many companies offer unlimited internet IF and ONLY IF you also have cable with them. Clearly there's not a technical limitation as to why they need to cap your data - they're more than happy to offer it unlimited. That is, as long as you're not using your internet as a substitute for another (expensive) service they offer.

I currently have Comcast - they're the only people who service my building. I'm stuck with them - I don't have the option to move to another company that doesn't have data caps. So if Comcast wanted to set me an arbitrary limit, I'd either have to accept it or go without internet, which is unfathomable in this day and age. They're abusing their near-monopoly status to in order to force consumers to purchase a product they might not even want - a clear conflict of interest.

It's 2016 - the internet is not a limited resource. We're not going to 'run out'. If network congestion is the problem (which by the company's own admissions, it's not), then bandwidth suffers, not raw quantity of data. The increasing trend of data caps and overage fees NEEDS to be stopped - it's technologically regressive and harmful to consumers.

Comcast has not started enforcing data caps in my area yet. I currently have a meager 250GB cap - to be split by everyone in my apartment. That's not a lot. They've started experimenting with enforcing it in other locales - it's clear that they're waiting for the tacit "okay" from consumers and regulatory bodies to roll out enforcement everywhere.

The FCC has the power to stop this - and I implore you to do this. The major cable and internet companies oftentimes have a monopoly where they operate (as in my case), and are abusing this fact - it's a clear money grab. America is one of the greatest nations in the world when it comes to technology, and data caps aren't a step forwards. They're a major leap backwards.

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[Ticket: # 997551 - Internet data cap](#)

**Date:** 5/24/2016 1:59:34 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** AT&T

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## **Description**

AT&T is imposing a data cap on my account after 3 years of service without any cap. Data caps are arbitrary and can not be technically justified. This is affecting the way I use my Internet service and forcing me to change my ISP to Comcast. What am I supposed to do when they also impose a data cap? I thought my Internet access was a public utility? If there is no technical basis for a data cap, then my utility is being limited in use for no reason but profit to a monopoly.

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**Ticket: # 997553 - Internet Data Caps**

**Date:** 5/24/2016 2:00:10 PM

**City/State/Zip:** Hagerstown, Maryland 21740

**Company Complaining About:** Antietam Cable

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## **Description**

Until last year, our home internet plan used to be unlimited data, unlimited speed. Now, we pay more, it's slower (throttled to a lower speed), and we have a data cap! They even tried to spin it to say that it was for everyone's benefit. This absolutely needs to be illegal.

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**Ticket: # 997680 - Data Caps**

**Date:** 5/24/2016 2:19:13 PM

**City/State/Zip:** Beverly Hills, California 90210

**Company Complaining About:** AT&T

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### **Description**

You NEED to get address the companies that have data caps. It's such a ridiculous practice to squeeze more money out of consumers. Imagine if your TV shut off after watching 5 hours in a week and to watch more you need to pay extra. Get on it, seriously!

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[Ticket: # 997565 - Data caps](#)

**Date:** 5/24/2016 2:02:00 PM

**City/State/Zip:** Fitchburg, Wisconsin 53711

**Company Complaining About:** Charter

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## **Description**

Although I am lucky enough that Charter does not impose data caps on me (yet,) I do not feel that companies should be allowed to put data caps on internet usage, that is a step backwards. I need to be able to use internet data without worrying how much data I have left before having to pay more money, because I use internet for work, school, as well as entertainment. I think the internet needs to be classified as a public utility. File sizes become larger every day, please don't let companies enforce data caps!

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**Ticket: # 997575 - Internet Data Usage Caps****Date:** 5/24/2016 2:04:09 PM**City/State/Zip:** Grand Rapids, Michigan 49504**Company Complaining About:** Comcast

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**Description**

As a web developer, Data usage caps DIRECTLY impact my capability to perform my job correctly. How am I supposed to regulate my data usage when I'm constantly pushing and pulling files from various sites? There have been numerous records and statements made that directly state that usage caps aren't about congestion but about fairness. This would make sense if it the internet were a finite source, but it's not. It is data that one person creates and puts onto the internet, the only restriction is the bandwidth at which that data can be sent/received and even then, bandwidth capabilities have proven time and time again that it does not need to be limited.

Nip this blatant attempt at monopolistic cash grabbing in the bud before it reaches a point where it can't be undone. Everyone with even a shred of intelligence recognizes the true meaning behind all these companies adding data caps. Cable subscriptions are going down, Internet streaming is going up, and they want to capitalize on it. This isn't about fairness, this is about greed.

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**Ticket: # 997576 - Internet restrictions**

**Date:** 5/24/2016 2:04:12 PM

**City/State/Zip:** Addison, Texas 75001

**Company Complaining About:** AT&T

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## **Description**

AT&T U-Verse has just imposed, without warning, data caps on what was supposed to be free internet. This is on top of hidden fees, unannounced increases in fees and prices. The competition isn't helping restrict this kind of economic behavior either. While some might argue that the caps are high and won't be an issue for anyone, now, AT&T has done the same thing with their phones. Offering unlimited data, then restricting it to 20Gbs, then 10Gbs and so on, in a time in age where data is becoming one of the most prominent staples in our lives and society.

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**Ticket: # 997581 - Internet Data Caps**

**Date:** 5/24/2016 2:05:02 PM

**City/State/Zip:** Bay Point, California 94565

**Company Complaining About:** Comcast

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**Description**

The use of Data caps are not based on network load or usage but are just a system set in place for cable companies to subsidize their losses from television revenue. There is no reason for large network providers to limit bandwidth usage from a technical standpoint, and they have themselves admitted to this internally.

If a company can not provide me the speed and service that they advertise they should lower the advertised speed to what they can provide at all times, otherwise it is misleading.

Take for example that they offer un-metered access to businesses on the same lines as the consumers, does it not stand to reason that businesses consume more bandwidth than residential consumers? There are also many references of service providers stating that they are changing this pricing because a small percentage of their subscribers consume more data and bandwidth than others, if this is true why would they need to put a cap on everyone's limits? Can their network not handle this small percentage of users? Why provide an unlimited option as well if their network can not handle the current load?

Attached are my actual usage rates from the past few months, I consider myself a typical user. I watch Netflix and I play video games on the computer, this is pretty much a standard household in America. These usage numbers are from two people in a single home, imagine a typical american home of 4 people and these numbers will at least double.

These are just cash grabbing practices that are put in place now before they lose business to companies that provide better value. These companies are not happy with providing services that allow access to competitors like Netflix, which makes up around 30% of all internet traffic by current estimates.

It is time to separate content providers from service providers, and it is time to improve our countries network to technologies beyond copper. (fiber)

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[Ticket: # 997607 - Data caps](#)

**Date:** 5/24/2016 2:08:18 PM

**City/State/Zip:** Fort Collins, Colorado 80526

**Company Complaining About:** AT&T

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## **Description**

Data caps are an unfair and anti-competitive business practice. The power of these natural monopolies **MUST** be broken up and a solid, contemporary, open internet infrastructure must be put into place to support municipal broadband as a utility rather than a private monopoly's commodity.

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[Ticket: # 997618 - At&T Data Cap](#)

**Date:** 5/24/2016 2:09:31 PM

**City/State/Zip:** Austin, Texas 78754

**Company Complaining About:** AT&T

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## **Description**

AT&T's recent addition of a data cap is absolutely ridiculous and is a flagrant disregard for the customer.

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[Ticket: # 997647 - Ban high speed internet data caps](#)

**Date:** 5/24/2016 2:13:45 PM

**City/State/Zip:** Marietta, Georgia 30008

**Company Complaining About:** Comcast

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## **Description**

I currently have Comcast cable internet and I love the speed of it. However, I have gone over my monthly data limit several times over the past year or so in efforts to start my dream job of being a video game tester and streamer. Streaming online via Twitch is a very data consuming. Couple that with the fact that my wife works from home and 100% of her work is done online. We struggle each month to stay under our data cap.

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**Ticket: # 997633 - Internet Data Caps**

**Date:** 5/24/2016 2:11:38 PM

**City/State/Zip:** Glen Ellyn, Illinois 60137

**Company Complaining About:** AT&T

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## **Description**

Internet in this country is a joke, and now with data caps becoming the norm its becoming just pathetic. Please help us combat internet data caps that are obviously just being implemented in order to save their lack of preparation for the end of cable. They implement data caps in order to make it so people who decide to get entertainment from netflix, youtube, hulu etc etc rather than their bloated cable subscriptions are penalized and they still get their money. IMO cable service and internet from the same telecom company is almost like two companies. they are just trying to find ways to save a failing industry (cable TV) by handicapping a necessary one (internet). It is basically extortion, made even more so by the new trend of "you can keep your unlimited data if you sign up for our TV service". This should not be legal.

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[Ticket: # 997663 - Data Caps](#)

**Date:** 5/24/2016 2:15:55 PM

**City/State/Zip:** Owasso, Oklahoma 74055

**Company Complaining About:** Cox

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## **Description**

I have learned recently that data caps have been implemented by Cox in my area. I believe that data caps will be a major factor in what holds back the American consumer on the internet and is one front of cyberspace we need to fight for. While Korea upgrades to 10Gbs, we're fighting to not pay extra when we go over 200GB in one month.

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**Ticket: # 997665 - Data Caps**

**Date:** 5/24/2016 2:16:04 PM

**City/State/Zip:** Flagstaff, Arizona 86001

**Company Complaining About:** Sudden Link

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## **Description**

Data Caps on my Internet usage interfere with my studies and scam me out of money as an already financially burdened college student. The Internet at this point should already be considered a human right. I am fine with paying for Internet but putting a cap on what can be used is unnecessary and crippling to many students in today's modern academic environment.

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[Ticket: # 997672 - Data Caps](#)

**Date:** 5/24/2016 2:17:26 PM

**City/State/Zip:** Rocky River, Ohio 44116

**Company Complaining About:** Cox

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## **Description**

My internet provider (Cox) recently started imposing data caps on internet usage, and the only competing internet provider in my area (AT&T) recently started imposing them as well. This seems like a coordinated move to charge customers more (price fixing?) and attack competing content providers like Netflix. Both Cox and AT&T also offer TV service over their networks but these services are not subject to data caps (effectively zero-rating that content).

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**Ticket: # 997673 - Data Caps Complaint**

**Date:** 5/24/2016 2:17:36 PM

**City/State/Zip:** Atlanta, Georgia 30312

**Company Complaining About:** AT&T

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## **Description**

I buy video games online. These games are often 20, 30, even 50 gigabytes in size - with frequent patches and new content released for games I already own. If a data cap was applied to my internet connection, online video game stores as well as the developers and publishers of those games would lose my service because I would not be able to buy and download more than a few games a month without hitting the data cap.

I fear that if companies like AT&T and Comcast are permitted to impose data caps like this then data caps will come to my service provider as well.

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[Ticket: # 997676 - AT&T Data caps and others to follow](#)

**Date:** 5/24/2016 2:18:21 PM

**City/State/Zip:** Brooklyn, New York 11222

**Company Complaining About:** Time Warner

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## **Description**

It sickens and worries me immensely if the FCC allows data caps on internet usage. This will stifle creativity and innovation all in the name of massive profits. Please do not allow this archaic practice to be implemented for the sake of corporate greed.

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**Ticket: # 997677 - Data caps**

**Date:** 5/24/2016 2:18:29 PM

**City/State/Zip:** Palmer, Alaska 99645

**Company Complaining About:** Gci

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## **Description**

Gci, my Internet provider, data caps are to restrictive. I end up paying a lot for internet with a 300 gb cap. I think they are taking advantage of the people in alaska who really don't have much choice.

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**Ticket: # 997685 - Data Caps**

**Date:** 5/24/2016 2:20:00 PM

**City/State/Zip:** Lorain, Ohio 44055

**Company Complaining About:** Time Warner

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## **Description**

Today news came out about AT&T enabling a data cap for their customers. I'm afraid of this spreading to all other ISPs. The internet should be open with no limitations, especially data. There's absolutely no need for data caps on a wired connection. A lot of media is distributed via the internet now as it is cheaper to buy and download a game then it is to get in my car, drive to the store, buy a disc, and drive back home.

These files can range from a few gigabytes up to 60+gigabytes. Throw in new content patches along with the amount of data just to play online and you'll find that the data gets used fairly quick. While I'd always love faster internet speeds, I absolutely dread the possibility of a data cap. Should my ISP impose a data cap on me I'll gladly terminate my service with them and move to slower unlimited internet just to show that I will not stand for this. I have no need for cable TV as I mainly use Netflix or Amazon Prime.

Putting a data cap on the internet is like putting a data cap on AM/FM radio. You limit the people to what they can do, you limit their access to data and information, and limiting the citizens to data and information is historically not cool. Please step in and ban this sort of practice as it's plain wrong. I'm sure that you wouldn't appreciate a cap on anything. What if a cap was put on how many miles you could use when you left your house? Need milk? Sorry you're out of miles, you can pay for more miles to then go pay for milk though.

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**Ticket: # 997716 - Internet Data Caps**

**Date:** 5/24/2016 2:24:10 PM

**City/State/Zip:** Moline, Illinois 61265

**Company Complaining About:** Mediacom

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## **Description**

Currently I have a pretty liberal data cap of 1TB a month. However, with everything I do requiring streaming/downloading large amounts of data I can't simply restore my games purchased from STEAM, stream 1440 content, allow the entire family to watch different Netflix items at the same time without going over the data cap every month. I pay \$180+ a month for cable and internet to have them cap my data every month and hinders me from being able to use the service to its full extent. It's normally higher than my power/gas bill every month it's insane.

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**Ticket: # 997706 - Data Caps Have To Go**

**Date:** 5/24/2016 2:22:52 PM

**City/State/Zip:** Lubbock, Texas 79424

**Company Complaining About:** Sudden Link

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**Description**

Just recently my ISP has offered to lift my 350 GB data cap IF I pay them an extra \$15 per month to do so. By paying them more I'll be able to enjoy unlimited internet but that package cost close to \$150 per month. My wife and I both work from home and are heavy streamers. Not to mention new game systems (like Xbox one) and even computer programs (Windows 10) only allow a download option to get the latest updates and software and all of that goes against my data cap.

When I call the company, they offer to wave the Data cap IF I use their cable service but if I don't then I'm punished.

For the price I'm paying (\$100) I expect unlimited high speed data that I got before and then suddenly had it taken away (they were nice enough to include a notice in a bill, one time, that of course I didn't read - like most of America).

Please make Data Caps Illegal.

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**Ticket: # 997709 - AT&T Cellular Data Cap**

**Date:** 5/24/2016 2:23:15 PM

**City/State/Zip:** Berryville, Virginia 22611

**Company Complaining About:** AT&T

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## **Description**

As a customer of AT&T who lives in an area of Virginia where there are no other means of Internet service besides satellite. I find it completely unacceptable that our bill is so expensive because of the price for a capped internet service. The only way to get internet is through my cellphone via personal hotspot. Every time we have to use the Internet we have to be overly cautious not to be on for too long or we will chew into the allowed data limit every month. Yeah AT&T began their rollover data service but it's not enough for those like myself living in an area where there are no other options for ISPs. Being an IT professional it's hard to do simple tasks on the internet which requires large amounts of bandwidth in some cases. I believe AT&T should do away with their data caps along with all ISPs because all they are doing is lining their pockets with money by being greedy. Their excuse that their network can't handle the amount of traffic is a bunch of nonsense. It can they just want to milk every penny they can get from their customers. There's no point in going to another provider because they have the same exact issues and excuses.

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[Ticket: # 997711 - Data Caps](#)

**Date:** 5/24/2016 2:23:33 PM

**City/State/Zip:** Columbia, Missouri 65201

**Company Complaining About:** Mediacom

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## **Description**

I'm very upset with data caps instated by Mediacom in Missouri. Datacaps, from my understanding, are completely arbitrary, with no real scientific/technological basis. That is to say, that they are just a scheme by the cable company to extract more money from it's paying customers. Datacaps prevent me from using the internet fully, and limit what I can do with my bandwidth.

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**Ticket: # 997720 - Data Caps Imposed by AT&T**

**Date:** 5/24/2016 2:24:30 PM

**City/State/Zip:** San Diego, California 92130

**Company Complaining About:** AT&T

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## **Description**

As of today, AT&T is capping the amount of data I can use, based on the actual bandwidth I pay for. I reside in San Diego, however my employer is based in Boston, so I work from home and am extremely reliant on my home internet in order to do my job. In the course of a week, I participate in a number of video conference calls, which cumulatively over the course of a month (on top of all other usage) require significant data. Based on how AT&T has chosen to implement their capping policy, I am not subject to a data cap because I am also a TV subscriber. However, I have recently given thought to canceling my TV subscription due to the rising costs, and the perfectly acceptable competitive streaming alternatives that exist in the market. Clearly AT&T is using their data caps as a way to prevent TV subscribers from doing this because if I chose to cancel my TV subscription, I'd immediately be subjected to a data cap. In my opinion, not only is this shady business practice, it is a clear violation of Net Neutrality. I do not believe users should be throttled based on usage in any scenario (given that their usage is reasonable), and I especially don't believe I should have my TV subscription used as leverage to keep me subscribed in order to avoid those unreasonable data caps.

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**Ticket: # 1587854 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:32:04 PM

**City/State/Zip:** Ridgefield, Connecticut 06877

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 997731 - Data caps**

**Date:** 5/24/2016 2:26:12 PM

**City/State/Zip:** Fort Worth, Texas 76116

**Company Complaining About:** Charter

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## **Description**

Data caps are not ok. I do not agree especially if internet is a utility now can you regulate how much someone uses. Its not like there is a shortage like water in California. Cost for use is supposed to go down with time, it's simple economics.

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**Ticket: # 997732 - Broadband Data Caps**

**Date:** 5/24/2016 2:26:33 PM

**City/State/Zip:** New Orleans, Louisiana 70125

**Company Complaining About:** Cox

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## **Description**

Allowing the protected oligopolies that run our nation's broadband providers to institute data caps on the services they provide is asinine and un-American. These data caps will impact mine and other consumers' ability to use our internet service in a way that meets our needs. This creates a ridiculous drain on the national economy. Internet access is a utility and is vital to a huge portion of our consumption-based economy. Stop allowing broadband providers to dictate data caps and throttle internet traffic. We are paying for service already. Don't allow massive conglomerates to reduce the level of service they provide with no consequences.

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[Ticket: # 997757 - Data caps](#)

**Date:** 5/24/2016 2:29:49 PM

**City/State/Zip:** San Antonio, Texas 78257

**Company Complaining About:** Verizon Wireless

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## **Description**

Data caps are deliberately punishing those unwilling to subscribe to cable television. Caps are restricting innovation and leaving the US behind on the technological front. Free the internet!

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**Ticket: # 997739 - Data Caps**

**Date:** 5/24/2016 2:27:35 PM

**City/State/Zip:** Houston, Texas 77089

**Company Complaining About:** AT&T

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## **Description**

Data caps are an absolute joke that harms the Internet in an attempt to control the millions of users who are familiar with the Internet and truly understand how it functions. No one should be limited as to how often they can access the Internet. It's unconstitutional and something that isn't taken lightly.

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**Ticket: # 997750 - Data Caps**

**Date:** 5/24/2016 2:29:08 PM

**City/State/Zip:** Canfield, Ohio 44406

**Company Complaining About:** Armstrong

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## **Description**

To whom this may concern,

Armstrong Zoom Internet in Canfield Ohio has data caps that are prohibiting me from working at home as I reach my cap each month. They only allot 250GB, which is only enough for 80 hours of work a month, since the majority of my work is done via videoconferencing. Because of this, I am forced to only work part time, or face serious financial penalties from Armstrong. Sadly, they have a monopoly in the neighborhood as no other high-speed broadband ISP is available. What I don't understand is that they claim this is to reduce network congestion during "peak times", but yet my usage is in the middle of the night, as I work night shifts, still counts. I don't understand how they can claim that in the middle of the night when most people are asleep in the area, is "peak time".

Please create laws that make data caps for ISP illegal, as it is nothing but a cash grab for the company, as well as a way to punish cord cutters, since Armstrong increase the data cap if you bundle your service with their unpleasing TV and phone services.

Regards,

**(b) (6)**

A seriously pissed off consumer.

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**Ticket: # 997751 - Data Caps**

**Date:** 5/24/2016 2:29:19 PM

**City/State/Zip:** The Woodlands, Texas 77382

**Company Complaining About:** Comcast

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## **Description**

Hello,

I just want to take a moment to express my dissatisfaction with the prevalence of data caps in our system. It seems like the consumer is being squeezed for more than every last dime. While I would understand charging a premium for a limited resource or service, it is not up to the Internet Service Providers to enact that extra cost. If servers are overwhelmed, it should be up to the company whose servers are being accessed/used to enact a fee. It's unfortunate the ISP's are so often allowed to minimize their operating costs and still increase the price of their service. I'd also like to express my frustration over how the infrastructure has stayed constant despite increasing prices. If their service was often innovative and reinventing itself, I'd be less troubled about prices, however, for most ISP's that is simply not the case.

Thank you,

(b) (6)

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**Ticket: # 997758 - Imposed Data Caps Will Hinder My Activites**

**Date:** 5/24/2016 2:29:54 PM

**City/State/Zip:** Knoxville, Tennessee 37915

**Company Complaining About:** AT&T

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**Description**

We specifically chose AT&T because of their lack of data caps when we moved down in February to Knoxville, TN.

When AT&T notified us that they would be imposing data caps, I was concerned, but used their data usage estimator to estimate my usage. The usage meter said with my current lifestyle, I should be using approximately 100 gigs per month on the high side. Today they finally came out with the actual used data meter and it's showing that I'm using closer to 500 gigs per month. This is a huge difference especially when considering that we're approaching our data cap.

These caps are completely arbitrary and cannot be justified. The ISPs claim to be making improvements, but little has changed over the past few years except for rising prices and hostile policies.

I am fully against the idea of data caps and absolutely would want to stop giving AT&T my business. Unfortunately, living in a new building I do not have any other options aside from Comcast (who has a lower cap level). Therefore I am stuck with poor business practices. This will only continue as more ISPs follow suit unless something stops them.

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**Ticket: # 1587458 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:32:15 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 997785 - Imposing of Data-caps violating contract by AT&T](#)

**Date:** 5/24/2016 2:31:45 PM

**City/State/Zip:** Mount Pleasant, South Carolina 29464

**Company Complaining About:** AT&T

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## **Description**

I was not made adequately aware by AT&T of the possibility of a 500 gb data cap on my internet before entering into a 1 year contract for service. Before these data caps, internet was always assumed to be unlimited through non-enforcement of the existing caps. Had I known that AT&T had planned to enforce these caps, I would not have entered into a 1 year contract with them.

Furthermore, these caps are 100% arbitrary, and are not technically justified in any manner.

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**Ticket: # 997788 - Data caps**

**Date:** 5/24/2016 2:32:10 PM

**City/State/Zip:** St. Joseph, Missouri 64506

**Company Complaining About:** Sudden Link

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## **Description**

My ISP, Suddenlink Communications, imposes data caps on all of their Internet plans and bundles, save for their most expensive. I'm currently paying for 75 mbps and they impose a 250GB data cap, then charge me if I go over. With that speed, I hit that cap nearly every month and find it unacceptable.

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**Ticket: # 997797 - Data Caps**

**Date:** 5/24/2016 2:33:10 PM

**City/State/Zip:** Franklin, Tennessee 37067

**Company Complaining About:** Comcast

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## **Description**

The data caps that my cable company arbitrarily imposes on you interferes with your ability to use the internet as you wish to. Network congestion isn't a thing right? You know why there weren't data caps in the past? Because they were cycling through other ways to pinch extra money out of their users. Data caps harm technology progression and adoption. I would love to do cloud backups of my data but I can't because data caps. I would also love to uninstall GTA5 from my system because I haven't played it in a month but I can't because if I need to redownload it it will put me over my data cap. There is no business reason to have caps aside from trying to draw as much money as possible out of customers for an experience that they previously had at no additional cost.

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[Ticket: # 997800 - data caps](#)

**Date:** 5/24/2016 2:33:33 PM

**City/State/Zip:** Houston, Texas 77007

**Company Complaining About:** AT&T

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## **Description**

This week, AT&T started implementing data caps on their Uverse service. Based on the fact that they will ignore data caps if you subscribe to their TV solution and the fact that the cost of maintaining a network port has dropped considerably over the years, they are doing this as a cash grab, skirting around net neutrality laws in the process. Seeing as their TV content would flow over the same cable as Netflix, Hulu or Amazon, I don't see how they can justify this move.

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**Ticket: # 997801 - Broadband Data Cap**

**Date:** 5/24/2016 2:33:34 PM

**City/State/Zip:** Sunrise, Florida 33351

**Company Complaining About:** AT&T

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**Description**

A 300 gb data cap by att, a mater a fact any data cap on broadband is unacceptable.

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**Ticket: # 997804 - AT&T Data Caps**

**Date:** 5/24/2016 2:34:00 PM

**City/State/Zip:** Friendswood, Texas 77546

**Company Complaining About:** AT&T

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## **Description**

AT&T has institute unnecessary data caps on it's internet subscribers. The internet service offered by AT&T has operated without data caps for decades and there is no tangible reason, except for corporate greed, that they need to be instituted now. I will now be forced to pay 50% extra for similar service with restrictions, with no benefit to me. AT&T, through their own misuse of government funds, has failed to expand and upgrade their network to accomidate current demand. They've decided to gouge customers rather than improve their network. This is entirely unacceptable. We are not a third world country. Unlimited internet is essential to our future commerce, media, education and livelihoods. The FCC needs to take a stand against data caps for home internet.

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**Ticket: # 997814 - Data caps and overages**

**Date:** 5/24/2016 2:35:38 PM

**City/State/Zip:** Lubbock, Texas 79401

**Company Complaining About:** Sudden Link

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## **Description**

I'm a college student working on my cs degree, when I get charged more than 200% of my regular monthly fee in overages it can be crippling to my budget and social abilities for months. These overage fees are extremely unacceptable and not necessary in the slightest for the isp other than as a money grabbing scheme. Research has shown that isps spend no more money on users that go over their limits than those who don't. When data speeds are increased from 15mbps to 50mbps and the cap isn't increased all that happens is users get to their cap sooner and the isp gets to start ticking their meter on overage fees. Why else would they improve their network and throughput speeds without increasing data caps? It is an obvious ploy to force customers into surrendering more money or purchasing a TV package which is completely unnecessary for media consumption nowadays. Americans should have the right to choose internet only without having to surrender to isps and their overages, but they can't because of the monopolistic market of providers and the lack of options(which aren't there laws against monopolies in place already). I'm not sure of any isps that offer uncapped data anymore in the entire country yet alone my area.

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**Ticket: # 1587459 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:32:21 PM

**City/State/Zip:** San Francisco, California 94110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 997823 - Data Caps](#)

**Date:** 5/24/2016 2:36:32 PM

**City/State/Zip:** Glen Ellyn, Illinois 60137

**Company Complaining About:** AT&T

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## **Description**

Data caps are 100% arbitrary and cannot be technically justified - this severely limits my ability to do work at my home in addition to the other services that I employ that depends on my internet's "limitless" service for which I pay a premium.

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**Ticket: # 1587497 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:45:37 PM

**City/State/Zip:** Valley Center, California 92082

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 997846 - Data Caps**

**Date:** 5/24/2016 2:38:51 PM

**City/State/Zip:** Rome, New York 13440

**Company Complaining About:** AT&T

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## **Description**

How is AT&T able to enact data caps on their customers? Doesn't this let ISP's know that if they all collectively treat their customers poorly then they really have no choice? I thought the internet being classified as a Type II utility meant they couldn't do such a thing. These companies cannot be allowed to cap customers in order to limit their internet access in an effort to bring people back to cable subscriptions.

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[Ticket: # 997854 - Data Caps](#)

**Date:** 5/24/2016 2:39:21 PM

**City/State/Zip:** Austin, Texas 78748

**Company Complaining About:** Time Warner

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## **Description**

I think it's a travesty that ISPs are permitted to install data caps on their services. This is an arbitrary money siphon that should be against the law.

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**Ticket: # 997866 - Data caps**

**Date:** 5/24/2016 2:40:21 PM

**City/State/Zip:** North Little Rock, Arkansas 72114

**Company Complaining About:** Comcast

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## **Description**

Recently combat has announced that they will be raising their data caps. The fact that they can so quickly more than triple the previous limit just shoes how arbitrary they were in the first place. Data is not a limited resource and should not be charged as if it is. Any overage fees are a blatant money grab that is designed to stifle the competition cable. These limits will become much more relevant with the increase in 4k TV.

These policies are anti consumer and anti competitive. As more and more mergers happen, we are quickly losing any semblance of competition, meaning we have no choice but to give into the extortion these companies have placed on us. Data caps are anti be neutrality and should be abolished.

---

**Ticket: # 997868 - Internet Data Caps (or whatever phrase they justify it) suck**

**Date:** 5/24/2016 2:41:00 PM

**City/State/Zip:** Jacksonville, Florida 32225

**Company Complaining About:** AT&T

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## **Description**

Hi, Data caps are completely anti-consumer. AT&T put in a data cap limit today, if you don't have their TV service as well, and the only way you can get more internet use is to pay extra. This is an unfair burden on all users who don't want TV but do want to stream their entertainment through legal streaming services.

Data caps (or tiers) are being used to force costumers to pay more for services that they legitimately purchased. If the Internet companies feel they have to charge prices like a utility company, they should be regulated like one.

Stop letting these companies get away with this sort of shenanigans.

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**Ticket: # 997910 - Data caps**

**Date:** 5/24/2016 2:47:31 PM

**City/State/Zip:** Salt Lake City, Utah 84124

**Company Complaining About:** Comcast

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## **Description**

I am getting very annoyed with proposed data caps in my area for both home Internet service and data caps on my phone.

My options for Internet access are limited and having data caps is paralyzing. I pay a lot for access to the Internet, and don't think I could afford it if they impose the data caps.

Please look into Mr Wheeler. You are our only hope to save free speech

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**Ticket: # 997875 - AT&T Internet Data Cap**

**Date:** 5/24/2016 2:42:01 PM

**City/State/Zip:** Magnolia, Texas 77354

**Company Complaining About:** AT&T

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## **Description**

Today May 24, 2016, AT&T began to impose data caps on myself and any other AT&T Internet user. These caps are nothing more than a money grab. I had my Internet only plan with AT&T for over a year and now all of a sudden my Internet is being capped. This is unfair and should not be allowed. I can get unlimited uncapped internet, like I have had for over a year, when I add on a tv plan or I when I pay extra to have uncapped internet. Either option is an increase in the amount of money I have to spend. Filing a complaint is my only option in this unjust implication of data caps. I am being punished by AT&T for choosing to not have TV. Please help us consumers.

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**Ticket: # 997876 - Data Caps with Cable One**

**Date:** 5/24/2016 2:42:28 PM

**City/State/Zip:** Boise, Idaho 83703

**Company Complaining About:** Cable One

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### **Description**

Cable One enforces relatively low data caps and if you go over, they automatically force you to pay them more money every month. Their usage limits are pretty low for a family that doesn't use cable TV and streams, which I suppose is their reason for doing it. As they are the only provider for many people in my region they have an effective monopoly and are exploiting that to continually raise rates.

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[Ticket: # 997898 - Data Caps aren't okay!](#)

**Date:** 5/24/2016 2:46:49 PM

**City/State/Zip:** Virginia Beach, Virginia 23432

**Company Complaining About:** Cox

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## **Description**

Data Caps aren't okay!

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[Ticket: # 997900 - Data Caps and Net Neutrality](#)

**Date:** 5/24/2016 2:46:57 PM

**City/State/Zip:** San Francisco, California 94121

**Company Complaining About:** AT&T

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## **Description**

At&t has now started to put data Caps on their customers for internet usage, and I believe that is not net neutrality. The fact that we are already paying for an Internet plan, then having to pay more if we go over a limit is incredibly restrictive and limits our freedom of what we do with our connection. There is also the fact that they are charging more for unlimited Internet now, which is completely counter-productive. Why are we being charged for unlimited Internet when we had that in the past already. At&t are just trying to monetize their plans as much as they can instead of trying to provide quality service to their customers. I think looking into the data cap issue is very important for the future of net neutrality.

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**Ticket: # 997909 - Data Caps, Upload Limits, and Netflix Throttling****Date:** 5/24/2016 2:47:31 PM**City/State/Zip:** Boise, Idaho 83716**Company Complaining About:** Cable One

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**Description**

Earlier this week, netflix unveiled fast.com. A competitor to speedtest.net that is not directly influenced by ISPs, but rather measures your data throughput to netflix.com servers. In very consistent and damning comparisons, I am about to achieve 145-155 MBps download speeds (I pay for 150 down) but through Netflix I only can achieve 50. This is a clear showing of preferential pipe which is very much against net neutrality.

Additionally, I recently called my ISP (Cableone) to ask why they don't offer synchronous upload speeds, but rather instead limit uploads to 5MBps on all plans that are less than \$100 per month. This seems to be a staggering fee to achieve upload speeds good enough to broadcast basic video or send complex data files within the increasingly cloud-dominated consumer landscape.

Finally, Data Caps for internet access have become increasingly prevalent, to the extent that I now am unable to use my bandwidth how I choose. I am capped on my Verizon data plan, and capped on my cable plan, meaning I have to carefully monitor all traffic rather than just pay for what I use. Cableone doesn't even offer a pay as you go data plan, but instead just threatens to terminate service if you breach it's data cap. Both of these restrictions are in direct opposition to a open internet.

Thank you for your time.

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**Ticket: # 997914 - AT&T Data Cap**

**Date:** 5/24/2016 2:48:07 PM

**City/State/Zip:** Houston, Texas 77027

**Company Complaining About:** AT&T

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## **Description**

Hello FCC,

Today AT&T began enforcing internet data caps on its customers. This practice is anti-competitive and AT&T's way of trying to force customers to buy their cable television bundles (where the cap is not enforced). These large cable companies (Comcast, AT&T, etc) find themselves losing cable customers to the new wave of television like Netflix and Hulu and instead of changing with times and adapting to what customers want, they impose data caps so people cannot use those services as much as they want. This is a complete monopoly by these large cable corporations and they spend thousands of dollars lobbying to get their way and punish their customers. Please end this and stop letting cable companies disrespect its customers.

Regards,

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[Ticket: # 997918 - Data Caps are Anti Consumer](#)

**Date:** 5/24/2016 2:48:19 PM

**City/State/Zip:** Brentwood, New Hampshire 03833

**Company Complaining About:** Comcast

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### **Description**

I've been a Comcast customer because they are the only broadband provider in my town. Now they are implementing data caps, to penalize the customers that use their service. I am trapped by this monopoly and their policies that punish their customers.

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**Ticket: # 997919 - Unhappy about data caps! Ban them!**

**Date:** 5/24/2016 2:48:31 PM

**City/State/Zip:** Ames, Iowa 50014

**Company Complaining About:** Mediacom

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### **Description**

I am unhappy with the arbitrary data cap placed on my account. If I were to actually use my service as advertised, i would go through the data cap in under two days and would then be charged overages. Please outlaw this disgusting practice.

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[Ticket: # 997949 - Data Cap concerns](#)

**Date:** 5/24/2016 2:53:00 PM

**City/State/Zip:** Simpsonville, South Carolina 29681

**Company Complaining About:** AT&T

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## **Description**

Internet service provider monopolies, such as AT&T, are unfairly putting data caps on consumers and demanding more pay for unlimited data which was previously the standard. They are wrong in doing this because they claim that it creates a better experience for everyone of their customers, when providing unlimited data doesn't affect users experience. Data is not a limited resource and the only thing that causes a slow down for others is the speed at which it is delivered. These monopolies are extorting their customers because they can without competition.

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**Ticket: # 1587517 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:51:30 PM

**City/State/Zip:** Ashland, Oregon 97520

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 997993 - Data caps for ATT](#)

**Date:** 5/24/2016 2:58:31 PM

**City/State/Zip:** Farmers Branch, Texas 75234

**Company Complaining About:** AT&T

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## **Description**

Data caps are 100% arbitrary and cannot be technically justified. I would like to hear a technically sound argument, other than lining their pockets, to justify placing a data cap on customers where no cap had been present for over 15 years.

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[Ticket: # 997976 - Data Caps](#)

**Date:** 5/24/2016 2:56:06 PM

**City/State/Zip:** Pflugerville, Texas 78660

**Company Complaining About:** AT&T

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## **Description**

The data caps being put in place are nothing short of monopolistic. I have no other carrier options at my house so my only options are to pay AT&T Uverse or not have internet service. Data caps are making a mockery of the free market. They are monopoly dressed up like capitalism and the consumer can never win.

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**Ticket: # 1587518 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:51:50 PM

**City/State/Zip:** Chesterfield, Virginia 23832

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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(b) (6)

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**Ticket: # 998021 - DATA Caps (Comcast)**

**Date:** 5/24/2016 3:01:04 PM

**City/State/Zip:** Cape Coral, Florida 33909

**Company Complaining About:** Comcast

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## **Description**

I explicitly got rid of pay TV as it was a huge cost for me when I don't watch a lot of TV. I've now focused my interest in streaming. Works the best for the wife and the kids and we can all do what we want. However, with Comcast inserting data caps, its very easy to go over thier little cap just by streaming a couple movies a day.

I get the locals OTA with an antenna and this is fine, but the fact that they are essentially punishing those who wish to stream rather than pay the high fees they want for TV should be illegal.

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**Ticket: # 998011 - Data Caps**

**Date:** 5/24/2016 3:00:21 PM

**City/State/Zip:** Sioux City, Iowa 51103

**Company Complaining About:** Cable One

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## **Description**

Data caps are unfairly being used to prevent people from cutting cords. They are barbaric and there is no need for them if we are to get anywhere with regards to technological advances.

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**Ticket: # 998017 - Data caps**

**Date:** 5/24/2016 3:00:55 PM

**City/State/Zip:** Riverside, California 92504

**Company Complaining About:** Charter

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## **Description**

I urge you all to realize the effects data caps would have on the average Internet user. Data is not a limited resource only the bandwidth its delivered through is which we already pay for higher speeds. implementing data caps at home would only stunt Internet based ingenuity we all benefit from. PEOPLE ARENT STUPID we realize these practices are 100 percent arbitrary and can't be technically justified.

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**Ticket: # 1587519 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:51:59 PM

**City/State/Zip:** Malibu, California 90265

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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(b) (6)

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**Ticket: # 998057 - Freedom from data cap**

**Date:** 5/24/2016 3:04:47 PM

**City/State/Zip:** Bloomington, Indiana 47401

**Company Complaining About:** AT&T

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## **Description**

If internet usage has gone up so much that they have to impose data caps, why have they not updated their infrastructure? Wouldn't they be worried that data caps would slowly decrease over time because internet usage would continue to rise? Wont the rising quality of video, audio, 3D, virtual reality, etc. increase the load and therefore lower the data caps even more? It seems like putting a cap on internet usage because there is too much traffic doesn't solve a problem at all.

In the end you realize it's just an excuse to impose another fine. But is this allowed on a free system? Is it legal for television companies to fine you for watching too much? I believe not.

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**Ticket: # 998043 - Internet Access Data Caps**

**Date:** 5/24/2016 3:02:56 PM

**City/State/Zip:** Cicero, Illinois 60804

**Company Complaining About:** AT&T

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## **Description**

AT&T has recently imposed data caps on all of their users, minus users who have also purchased a monthly subscription to their television service. These data caps are entirely arbitrary and unjustifiable on the grounds that:

1. Using more or less data does not cost the company any more or less
2. Only certain plans allow users to check how much data they've used  
(this means companies can overcharge without the user being able to contest these charges)

If a user pays for a certain data speed they are entitled to use data at that speed any number of times for any amount of time. This is equivalent to a user paying to use a private road:

A user pays a flat monthly rate to use a private road. Only that user may access the road at any given moment and for any period of time. Why should that user pay more for using their road more often? Why should that user pay more for using that road for longer periods of time?

While roads require constant maintenance after use, data does not and should not require a fine or fee if a user desires to use more or less of it. (A "fair share" of data is nonexistent because data can not run out and is not a limited resource)

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[Ticket: # 998049 - Data Caps are Unacceptable](#)

**Date:** 5/24/2016 3:03:57 PM

**City/State/Zip:** San Francisco, California 94118

**Company Complaining About:** Comcast

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## **Description**

The data caps and mandatory bandwidth slowdown I have seen from my ISP (Comcast) over the last few months have been utterly unacceptable. Please create regulation to reign in these unnecessary expenses.

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[Ticket: # 998055 - Home Internet Data Cap](#)

**Date:** 5/24/2016 3:04:38 PM

**City/State/Zip:** San Diego, California 92105

**Company Complaining About:** AT&T

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## **Description**

AT&T U-Verse Data Caps at 350 GB/mo - their pricing model allows for an 'unlimited' option, which costs \$30 dollars extra per month. I am complaining about this pricing model as a whole, and the practice should not be allowed. Especially when there are an extremely large number of Ads on the internet that are not optional to bypass. If we are paying by the mb, why should we be forced to pay for advertisement? The practice is unethical, and the model is unacceptable, but due to a lack of other ISP options, we are stuck with it.

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[Ticket: # 998064 - Data caps](#)

**Date:** 5/24/2016 3:05:29 PM

**City/State/Zip:** Walled Lake, Michigan 48390

**Company Complaining About:** AT&T

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## **Description**

AT&T just instituted a data cap on my Internet. This is not an acceptable practice. I don't make very much money and need Internet for work and school and I can't afford cable TV to receive an unlimited amount of data. I truly feel that cable companies are instituting these caps to try and receive a resurgence in cable subscribers. Please do something about this, we all know these data caps are unnecessary.

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[Ticket: # 998197 - RE: Data Caps and slow broadband speeds](#)

**Date:** 5/24/2016 3:20:34 PM

**City/State/Zip:** Albany, New York 12210

**Company Complaining About:** Time Warner

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## **Description**

Data caps are absolutely unnecessary and stifle economic growth and prosperity.

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**Ticket: # 998077 - Data caps are wrong**

**Date:** 5/24/2016 3:07:22 PM

**City/State/Zip:** Vista, California 92083

**Company Complaining About:** Cox

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## **Description**

As a subscriber of cox internet services, I find that my 350 gb cap is deplorable. Here are a few reasons why.

1. There is no real enforcement on companies for accurately tracking their subscriber usage. I must trust that the usage tracking by cox is accurate and not falsified or is misrepresenting the accurate number of GB usage.
2. Arbitrary Data caps are a blatant cash grab at people who rather use other forms of streaming media. There is very little stress caused on wired infrastructure regarding bandwidth, this is only important on wireless bands.
3. I have monitored my own usage and found I border this cap because of my xbox gaming habits as well as some Netflix usage. This is barely moderate usage yet I reach these caps with ease and find no other alternative in a obviously blatant collusion market between AT&T, Cox and Time Warner.

Let's not even breach the issue of forced slow speeds by providers who abuse public funds with no oversight or reprimand by those who grant funds for high speed internet access.

In all, please ban data caps, this is a hindrance to an already not fair or free market controlled by monopolies.

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**Ticket: # 998078 - Data Caps**

**Date:** 5/24/2016 3:07:43 PM

**City/State/Zip:** San Antonio, Texas 78248

**Company Complaining About:** AT&T

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## **Description**

Data caps imposed on customers are an unnecessary limitation imposed for the primary purpose of generating revenue when ISP profits are at an all-time high. These data caps serve to undermine the customer's ability to enjoy and utilize their service to its fullest. The recent decision by AT&T to impose such data caps when their networks are more than robust enough to manage the existing and anticipated future loads is nothing short of greed and severely hinder the end user by imposing arbitrary limits in the name of profits and at the expense of customers; many of whom have no alternatives.

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**Ticket: # 998082 - Data Caps**

**Date:** 5/24/2016 3:08:42 PM

**City/State/Zip:** Pewaukee, Wisconsin 53072

**Company Complaining About:** Time Warner

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## **Description**

The data caps that ISPs are starting to implement more widespread are destroying the marketplace, and they are giving consumers less options when purchasing internet. I currently do not have any data caps on my broadband service, but if I were to switch, the only other major option in my area has them. So if my ISP were going to raise my rates, or cut my speeds, I wouldnt have the opportunity to switch to a provider without any caps. I would be suck being forced to pay more for the same services, just to keep my un-capped internet. There is no proof that these companies need to cap any of our data limits, and its just a blatantly obvious attempt to grab overage fees, or to trick customers into paying for a higher tier of data. The ISPs have gotten so greedy that everything they do is just a way to squeeze more money out of their customers. And since the FCC isnt going to do anything to stop them, I dont see this problem going away any time soon.

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**Ticket: # 998085 - Data Caps**

**Date:** 5/24/2016 3:09:01 PM

**City/State/Zip:** San Antonio, Texas 78230

**Company Complaining About:** Time Warner

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## **Description**

I have been hearing recently that ISP's are trying to implement Data Caps onto everyone's internet access. This is not ok. They will be restricting the availability of information on the internet. This is their attempt at stopping people from streaming high quality movies and show from netflix, youtube and other types of television so that they can make money off of these other services.

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**Ticket: # 998090 - Unethical Data Caps on Internet Services**

**Date:** 5/24/2016 3:09:23 PM

**City/State/Zip:** Albany, California 94706

**Company Complaining About:** Comcast

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**Description**

Hello,

In recent months data caps are becoming more and more prevelant. However, they do not make sense and are down right unethical. Instead of ISPs (like Comcast) updating their decrepit infrastructure with their massive amounts of money, the impose data caps on customers to further gain more money when providing a lack luster and falsely advertised speed.

I'm paying for 150MB/s speeds for \$91 (which also just want up from \$85 with no reason whatsoever) but I never get faster than 100MB/s. I play video games, I have a family who streams media and we plow through the 500gb cap regularly and get charged all the time for it. It's robbery. There is 0 justification for this, and you know as well as I that this is yet another money grubbing attempt to screw their customers and profit.

Make. This. Stop.

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**Ticket: # 998099 - Data Caps**

**Date:** 5/24/2016 3:09:57 PM

**City/State/Zip:** Indianapolis, Indiana 46239

**Company Complaining About:** AT&T

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## **Description**

AT&T and Comcast are the only providers of internet service in my area in Indianapolis, IN. AT&T has recently stated that they will be imposing data caps in my area when I did not have data caps before. They have given me the option to pay more or purchase TV service in exchange for keeping my unlimited data. Data caps are 100% arbitrary and cannot be technically justified. In addition to this, AT&T is trying to extort money from people to pay for a service THAT THEY ALREADY OFFERED. It's not fair to the consumer to have to pay more for something that does not cost the provider more. In addition, people ALREADY had unlimited data and they are being threatened to either pay more or add more services in order to not lose the internet service they currently have. In any other industry this is considered tying. Imagine if your bank told you that you could only open a checking account if you invested your money with them. Or that you would start paying a fee for your balances unless you purchased securities. This is completely unacceptable.

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[Ticket: # 998109 - Internet Caps and advertised speed](#)

**Date:** 5/24/2016 3:11:17 PM

**City/State/Zip:** Murrysville, Pennsylvania 15668

**Company Complaining About:** Comcast

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### **Description**

My internet provider consistently fails to meet the advertised internet speeds and instituted data caps that were not present when I signed up. Due to municipal agreements, I have no other options for Internet to my home.

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[Ticket: # 998115 - Data caps](#)

**Date:** 5/24/2016 3:11:52 PM

**City/State/Zip:** Oakland, California 94602

**Company Complaining About:** Comcast

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## **Description**

Data caps effect my home office work.

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**Ticket: # 998118 - Data Caps**

**Date:** 5/24/2016 3:11:58 PM

**City/State/Zip:** Raymond, Washington 98577

**Company Complaining About:** Comcast

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## **Description**

There is no reason Comcast, or any other ISP should be enforcing data caps. I pay my comcast bill every month. Now they say if I go over my allotment of data, I'll get charged, or I can choose to pay \$30 and waive the data cap altogether. It's just another way for Comcast & other big ISP's to get more money out of us. Also, Comcast is the only option in my area when it comes to reliable internet. I thought monopolies were illegal in this country? Thank you very much for your time. I do appreciate the job you guys do, so keep up the food work.

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**Ticket: # 998126 - Data Caps**

**Date:** 5/24/2016 3:12:14 PM

**City/State/Zip:** Spring Hill, Florida 34606

**Company Complaining About:** Bright House

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## **Description**

Please do not allow cable companies to place data caps on their customers. We already are already charged to much for the service we currently have and every year that price goes even higher. Date caps would just lead to an even higher price, and an overall degrade of the internet and technology in general.

They make enough in profit every year, data caps are not justified please stand up for us little guys

Thank you

PS As of now bright house hasn't initiated any data caps but I know it's being discussed all over the country. This is a preemptive email.

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[Ticket: # 998132 - Comcast capping bandwidth and it is not fair...](#)

**Date:** 5/24/2016 3:12:34 PM

**City/State/Zip:** Hialeah, Florida 33010

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam, I have internet only service from Comcast in the Miami area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, whereas my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

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[Ticket: # 998146 - Datacap is not ok](#)

**Date:** 5/24/2016 3:14:21 PM

**City/State/Zip:** Minneapolis, Minnesota 55408

**Company Complaining About:** Comcast

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## **Description**

Comcast is now introducing a data cap for Internet services which I believe is a punishment for customers who solely choose Comcast as an Internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc.... Comcast already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers.

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[Ticket: # 998150 - Mediacom](#)

**Date:** 5/24/2016 3:14:46 PM

**City/State/Zip:** Odell, Illinois 60460

**Company Complaining About:** Mediacom

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### **Description**

Service continually interrupted with no assistance. Introduced data cap to existing customers. Has monopoly in 60460 for high speed Internet so they make no effort in bettering their service.

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[Ticket: # 998154 - Data caps on Internet service](#)

**Date:** 5/24/2016 3:15:10 PM

**City/State/Zip:** Worcester, Massachusetts 01602

**Company Complaining About:** Comcast

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## **Description**

Data caps affect my ability to get work done in a real way. I work for a State university, and I'm regularly expected to work on mobile or from home. I am not provided a data plan or home Internet access from my work, and need to provide my own methods to connect to work remotely. As a consumer, I don't have an option to get a service with both no data cap or no throttling, except for buying a service I literally can't afford as an individual. Data caps and throttling make it impossible over time to get work done.

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**Ticket: # 998162 - Be on the Right Side of History - Data Caps and Internet of Things**

**Date:** 5/24/2016 3:16:25 PM

**City/State/Zip:** Plano, Texas 75093

**Company Complaining About:** Time Warner

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## **Description**

The people years from now will look back in high praise at the point in time ISPs and the people of America finally learn that data caps impede technological growth and stains what should be a universal resource - the Internet - for all of mankind to use. Things have changed drastically so far and it has only been in the last few decades the Internet has become an extremely prevalent factor in many people's lives. It will be the axis to our future growth as we continually turn towards better and brighter dawns. By allowing ISPs to impose data caps, you unethically allow them to siphon off money in exchange for humanity's overall progress. A faster internet, a faster connection, a closer connection with all of those on our planet has been the value of the Information Age we are currently in. Does the FCC want to be a positive force and accelerate change for the better? Or be seen as another fallen over roadblock? Because it is not a question of if data caps will be banned in a democratic and a progressive world, but when?

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[Ticket: # 998171 - Data caps](#)

**Date:** 5/24/2016 3:16:57 PM

**City/State/Zip:** Modesto, California 95354

**Company Complaining About:** AT&T

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## **Description**

At&t just introduced data caps on their internet. This is outrageous. It seems like we're going backwards here, we have the technology for unlimited internet but we're not gonna use it unless people pay more or have a bundle. We don't need data caps on our internet

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**Ticket: # 998181 - Data Caps introduced by ISP**

**Date:** 5/24/2016 3:18:01 PM

**City/State/Zip:** Rosenberg, Texas 77471

**Company Complaining About:** AT&T

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## **Description**

According to AT&T this data cap is only applicable to their internet-only customers. AT&T has released statements to customers telling them that they can avoid this data cap by signing up for television service through AT&T or DirecTV. In fact, AT&T makes it clear that the data caps DO NOT APPLY to their television customers. In effect, AT&T has told customers to either sign up for their television service, or be penalized monetarily by AT&T for using another company's services (be it data consumed via Netflix, Hulu, SonyVue, Roku, Amazon Fire, etc). This is the very definition of antitrust and is 100% illegal.

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[Ticket: # 998183 - Data caps](#)

**Date:** 5/24/2016 3:18:12 PM

**City/State/Zip:** Swanton, Vermont 05488

**Company Complaining About:** Comcast

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## **Description**

Data caps inhibit growth and there is no good reason to have them in the first place. The only reason data caps are a thing is so corporations can charge us more when we exceed our data limits!! IS THE FCC FOR THE PEOPLE OR AGAINST THEM!?!?

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[Ticket: # 998186 - Data Caps are anti-consumer](#)

**Date:** 5/24/2016 3:18:32 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** All Of Them

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## **Description**

Data caps are simply an unjustified anti-consumer preemptive move. Cable providers with a monopoly in any given town just want to make sure that they get to play in the money grab when 4K becomes the norm, because 4K will eat up the data cap in no time. It is ridiculous.

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[Ticket: # 998193 - ISP data overages](#)

**Date:** 5/24/2016 3:19:53 PM

**City/State/Zip:** Carpentersville, Illinois 60110

**Company Complaining About:** AT&T

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## **Description**

I work from home, and my ISP just started imposing a data cap on me. In a typical day, I video conference, use my laptop to make and receive calls over a VOIP, and handle a bunch of video processing. My ISP now wants to change the terms of my conditions and start charging me for going over a data cap. They are claiming network congestion but we all know that's a lie.

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[Ticket: # 998194 - Data caps destroy net neutrality](#)

**Date:** 5/24/2016 3:19:54 PM

**City/State/Zip:** Westfield, Indiana 46074

**Company Complaining About:** AT&T

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## **Description**

Data caps are being enabled by AT&T and Comcast for wire based internet service. The caps are positioned just under what a single user would consume if they watched video regularly online. If you have a family of 4 (like me) you will always be going over the cap unless you buy their TV packages. The services are advertised with specific speed tiers but the data cap means you really can only use 1-2Mbps constantly over an entire month. I think this is false advertising and creating a loophole to damage chord cutters by the companies that also sell TV. I support breaking up ISP and TV companies to avoid abuse of owning multiple services over the same physical line.

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[Ticket: # 998199 - Data caps](#)

**Date:** 5/24/2016 3:20:51 PM

**City/State/Zip:** Overland Park, Kansas 66213

**Company Complaining About:** Consolidated Communications

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## **Description**

How in the world are data caps okay? It's ridiculous with all the home ISPs in my area imposing data caps. What happened to net neutrality and open internet? First it started off with Comcast imposing data caps and now even companies like AT&T are imposing data caps in my area. As much as they try to convince me to switch, I will not be limited with a data cap. I use tons of data every month using my internet and I feel uncomfortable having a data cap. Please make data caps illegal.

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**Ticket: # 998354 - Internet Data Caps are Restricting Our Ability to Work**

**Date:** 5/24/2016 3:36:54 PM

**City/State/Zip:** Monroe, Louisiana 71203

**Company Complaining About:** Comcast

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## **Description**

For years my family has had unlimited internet with Comcast and everything was fine. Since the introduction of data caps we have all been seriously limited in what we can enjoy online. No longer can we relax while watching Netflix or YouTube, or connect with family in other states via video chat. Now every time we use the internet we are forced to stress over conserving our precious data.

With a household of three adults, 300GB doesn't last very long. HD video, whether it be Netflix, FaceTime, Skype, or YouTube, uses roughly 2-3GB worth of data per hour. That limits each person in our house to roughly 30 hours per month of entertainment and connection through the internet. Setting entertainment aside, the data cap restricts our jobs as well. Two of us within this household work for a construction company that requires us to download plan sheets, specification books, pictures, videos, and other items for review which eats huge chunks out of our data limit. We are constantly being billed for going over our limit with no option available to pay for unlimited data.

Imagine that you get to reserve a lane on a road for yourself by paying a monthly fee. Only you can drive in that lane, no one else. Does it make sense for the owner of the road to say that you can only drive in that lane 5 times per day, or 20 times per day, or an unlimited amount of times per day? Not at all. Remember, no one else can use that lane, even when you aren't using it because it's reserved for you.

This is clearly an attempt to cripple internet users purely for monetary gain. Companies like Comcast use this as a tool to force users into signing up for costly cable packages to replace our internet so that we may still have our evening entertainment.

Data caps must be stopped. The internet is no longer purely a form of entertainment, rather it has become a necessity. Just like water and electricity families rely on the internet to pay bill, keep connected, follow the news, and for many their jobs require heavy internet usage.

This is a plague that must be stopped.

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**Ticket: # 998203 - Internet Data Caps**

**Date:** 5/24/2016 3:21:29 PM

**City/State/Zip:** Miami, Florida 33185

**Company Complaining About:** Comcast

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## **Description**

I would like to complain on the issue with ISPs now implementing data caps in subscriptions. As an IT professional it is obvious that the data caps are an attempt to penalize me for not subscribing to their cable television services. It is interesting to note that the ISPs will never state that the data caps are an attempt to cover costs for increased usage. My internet connection is not the same as my utility services such as water or electricity and placing a 300GB cap on my service is arbitrary. Furthermore, I have attempted to request records of my internet usage to confirm that it is indeed my usage since they force my wireless device to act as a public hotspot for their customers. Despite that service request open for over six months, I have not heard back from them.

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**Ticket: # 998208 - Data Caps**

**Date:** 5/24/2016 3:22:03 PM

**City/State/Zip:** Dayton, Ohio 45431

**Company Complaining About:** AT&T

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## **Description**

Increases in data usage and internet utilization in the past few decades have allowed our economy to thrive. AT&T and Comcast's implementation of arbitrary data caps where previously none existed are an affront to net neutrality, and make no sense; speeds and availability are the same they were a decade ago, they are simply trying to limit usage to avoid investing in infrastructure.

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[Ticket: # 998210 - Data Cap](#)

**Date:** 5/24/2016 3:22:11 PM

**City/State/Zip:** Ankeny, Iowa 50021

**Company Complaining About:** Mediacom

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## **Description**

Mediacom put a Data cap on our internet then raised the price.

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**Ticket: # 998213 - AT&T's Arbitrary Data Caps**

**Date:** 5/24/2016 3:22:33 PM

**City/State/Zip:** Bentonville, Arkansas 72712

**Company Complaining About:** AT&T

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## **Description**

AT&T's thinly veiled move to discourage cord cutters is outrageous. By forcing arbitrary data caps onto consumers and strong-arming them to stay with the traditional TV viewing options instead of allowing them to pursue more affordable and customizable streaming services, AT&T is setting a dangerous precedent that other companies may follow and limit the marketplace's already existing options.

I buy video games online through Steam since it's a great way to be able to transport all of my games from my old computer to new computer whenever I upgrade. I don't have to keep up with CD's that can get scratched or worry about misplacing a flash drive and can easily redownload the games onto my new device.

These games are often 20, 30, even 50 gigabytes in size - with frequent updates and new content released for games I already own. If a data cap was applied to my internet connection, online video game stores as well as the developers and publishers of those games would lose my service because I would not be able to buy and download more than a few games a month without hitting the data cap.

I also purchase music online through Apple's, Google's, and sometimes Amazon's music stores and back them up online for the very same reasons as listed above. I also stream music through Spotify in order to discover new music to purchase through those websites. Having data caps would prevent me from listening to music online and buying albums from artists I would never have heard of through regular radio.

Please side with an Open Internet and force AT&T to remove their data caps. They are merely using them as a tool to scare people from other more competitive companies like Netflix, but also to milk more money out of their already exasperated customers through charging them fees if they go over their data limits.

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**Ticket: # 998385 - Data Caps**

**Date:** 5/24/2016 3:39:36 PM

**City/State/Zip:** Morgantown, West Virginia 26501

**Company Complaining About:** Comcast

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### **Description**

I do not approve of comcasts data caps they have in place. It is unfair and makes me put limits on what my family watch. This goes against having the internet open.

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**Ticket: # 998234 - Data caps**

**Date:** 5/24/2016 3:25:52 PM

**City/State/Zip:** Granite Bay, California 95746

**Company Complaining About:** Wave Broadband

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## **Description**

Hello,

My internet service provider, Wave Broadband, has placed monthly data caps on every tier of service they offer. I am a full time telecommuter and because there are no other quality service providers in my area I am forced to pay for the most expensive offering Wave Broadband has. I do this not for the increased speed (which I don't need) but for the increased monthly data allowance. This extra cost is something I have to pay/accept in order to accommodate my work arrangement.

I feel these "Data cap" practices as well as limited provider options are hurtful for the consumer and innovation. We end up paying more for less as providers know we have little to no alternative products available to us.

Thank you,

(b) (6)

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**Ticket: # 998236 - ATT Data Caps**

**Date:** 5/24/2016 3:26:02 PM

**City/State/Zip:** Dallas, Texas 75203

**Company Complaining About:** AT&T

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## **Description**

At&t just put into effect data caps. I refuse to be bullied into buying television that I don't need and then be punished for not buying something that is way too expensive and I will use 1/100th of. Not only that, but my job requires that I tether into the office at random times and upload/download footage/videos from home. Having a data cap placed on me for no other reason than to get me to buy cable television is detrimental to my job.

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**Ticket: # 998243 - Internet data caps**

**Date:** 5/24/2016 3:26:27 PM

**City/State/Zip:** Virginia Beach, Virginia 23462

**Company Complaining About:** Cox

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## **Description**

Do not allow data caps on the Internet. If the hardware can hack it, then we deserve u restricted Internet. Free internet is best for everyone. Tiered Internet is best for cable companies. The whole point of the Internet is how easy it makes it for anyone to get anything out in the open. If you allow data caps, those with deep pockets will have an advantage.

100% of my media consumption is Internet. Somehow, Netflix is profitable despite only costing \$8 a month. They make studio quality shows with no commercials and that \$8 a month fee (and some product placement). How do data caps help anyone in that deal?

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**Ticket: # 998352 - Data Caps and Net Neutrality on the Internet**

**Date:** 5/24/2016 3:36:49 PM

**City/State/Zip:** Orlando, Florida 32818

**Company Complaining About:** Xfinity

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## **Description**

Data caps are the stupidest thing ever invented in the history of the internet. Why limit the amount of data you can have for money? The internet was made to be free and open.

Furthermore, Net Neutrality is something that must be held sacred, or the corporations of the world with fist the rectums of the hard-working Americans. Please keep Net Neutrality sacred.

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**Ticket: # 998246 - Data Caps on my unlimited broadband**

**Date:** 5/24/2016 3:26:35 PM

**City/State/Zip:** Hayward, California 94544

**Company Complaining About:** AT&T

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## **Description**

AT&T has announced data caps on my broadband usage. As an IT professional, it is critical in my job to be able to access data at all hours of the day from both the internet at large as well as my company's datacenter. I regularly have to keep a VPN link open to my corporate datacenter to monitor our VPN traffic speeds as well as test accessibility for my user base. Often times this includes large downloads and uploads of software, databases, and other critical files. I have been using AT&T for several years, mostly because they are one of only 2 choices for broadband in my area. Even other providers that supposedly are independent tell me that they have to piggy back on AT&T 's backbone.

I am currently on AT&T's largest broadband plan available in my area, and I do not feel that I should have to pay more just to be able to do my job.

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[Ticket: # 998250 - Data cap limits](#)

**Date:** 5/24/2016 3:26:46 PM

**City/State/Zip:** Rio Rancho, New Mexico 87144

**Company Complaining About:** Cable One

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## **Description**

Right now the only true high speed company in town has a data cap limit with each tier of service. Now as my family is getting older, data is being used more and they are forcing me to move up to the next level/tier of service, which is more expensive. The problem is they are the only gig in town and I cannot even shop around. There is dsl in the city but to my house, the bandwidth is minute and does not compare to the price being charged.

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**Ticket: # 998253 - Internet Data Caps**

**Date:** 5/24/2016 3:27:33 PM

**City/State/Zip:** Findlay, Ohio 45840

**Company Complaining About:** Time Warner

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## **Description**

Internet data caps being instituted by ISP's is immoral at best and illegal at worst. There is no proof that high percentage users affect the internet usage of other users, and the removal of data caps when opting to pay for television services only further serves to reinforce this point that data caps are meant only for financial gain and to force less choice upon their users, so as to avoid losing television subscribers.

Also, the fact that only one internet provider is available in a large portion of the nation is a huge problem. It is the FCC's duty to try to see to it that every American home has fair access to TV/Internet/etc is it not?

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**Ticket: # 1587598 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:27:12 PM

**City/State/Zip:** Bethlehem, Pennsylvania 18018

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 998260 - AT&T's new caps on data usage](#)

**Date:** 5/24/2016 3:28:30 PM

**City/State/Zip:** Beattyville, Kentucky 41311

**Company Complaining About:** AT&T

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## **Description**

AT&T is now enforcing a new data cap on all UVerse customers. Our business relies on this service to provide internet for our cabin rental customers. Because of this cap, we will likely need to purchase the unlimited option, which will add \$30 to our monthly bill. While AT&T are claiming this data cap is to provide its customers with more options, in reality they have just forced our small business to pay \$30 more a month for the exact same service. The worst part of this is that we have no other choice to go to for internet service. Please end these "natural monopolies" that ISPs have and allow municipalities to provide the necessary competition to ensure the American people are not exploited.

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[Ticket: # 998266 - Data caps](#)

**Date:** 5/24/2016 3:28:51 PM

**City/State/Zip:** Fort Bliss, Texas 79916

**Company Complaining About:** Boingo

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## **Description**

I feel that the FCC allowing Internet service providers to set data caps will lead to unfair business practices and force competition out of Internet markets.

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**Ticket: # 998275 - Data limits on broadband**

**Date:** 5/24/2016 3:30:06 PM

**City/State/Zip:** College Station, Texas 77840

**Company Complaining About:** Sudden Link

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## **Description**

Hi, there is only one real provider of internet broadband in my town, Suddenlink, and they institute a data cap and charge extra if you go over it. Every month my family almost goes over the limit, and we are only using phones and tablets and watching Netflix or other streaming services on occasion. When we get close to the limit the speed of our connection drops and we receive notices from the company asking us to upgrade to a bigger data package. This cannot be because of network congestion because it doesn't matter if we use the entire plan in a day or 30 days, the end result is the same.

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**Ticket: # 998294 - Data Caps**

**Date:** 5/24/2016 3:32:03 PM

**City/State/Zip:** Doral, Florida 33172

**Company Complaining About:** Comcast

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## **Description**

AT&T is now having data caps. This follows a very problematic trend with ISP's, such as Comcast who just started doing the same thing. Now my whole family, including myself, have to limit our data within our households. We only have the options between AT&T and Comcast, so we are stuck. Having these monopolies control our data (information in the modern age) is quite scary. The FCC should have oversight to end these practices, since they are nothing more than a cash grab, and have nothing to do with congestion (or reality). Thanks for taking the time in helping this issue. The future of our citizens will require more and more open access to data, becoming a signature of freedom in the modern age.

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**Ticket: # 998283 - Angry about impending data caps**

**Date:** 5/24/2016 3:30:35 PM

**City/State/Zip:** Pacific Grive, California 93950

**Company Complaining About:** Comcast

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## **Description**

As a consumer and frequent internet user, I am both worried and angry about the impending implementation of internet data caps by large ISPs. I telecommute to work and stream music and television. I use my share of bandwidth and I pay \$50 dollars per month for 25 Mbps download. That is already a pretty steep price for very mediocre download speeds but I put up with it because I don't need tons of bandwidth.

The real problem here is that implementing data caps is a way of forcing me to pay more money for the same exact service. Comcast would be able to do this because I literally have no other options for decent internet in my residence. Comcast and AT&T are the only two ISPs in the area and AT&T couldn't offer me anything above DSL with 3Mbps download, which was unacceptable for me. Comcast has effectively eliminated all competition in my area and would use data caps as a way to pay more money without increasing the quality of my service as a result.

Please help consumers prevent the onset of data caps from internet service providers.

Thank you for your time.

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[Ticket: # 998312 - Data caps.](#)

**Date:** 5/24/2016 3:33:15 PM

**City/State/Zip:** Charlotte, North Carolina 28216

**Company Complaining About:** AT&T

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## **Description**

I am appalled by the news that AT&T will be implementing data caps for their customers. Please stop the blatant attack on net neutrality and a free and open Internet that a data cap will impose on the people. It's 2016, we should be moving away from things that will stifle innovation.

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**Ticket: # 998318 - ATT Internet Data Cap**

**Date:** 5/24/2016 3:34:01 PM

**City/State/Zip:** Lansing, Michigan 48917

**Company Complaining About:** AT&T

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### **Description**

Att has introduced new data Caps unless I am willing to pay them more or bundle with their package. Why am I being extorted to pay them more money for something that didn't exist a month ago?

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**Ticket: # 998324 - AT&T Data Caps**

**Date:** 5/24/2016 3:34:34 PM

**City/State/Zip:** Lebanon, Tennessee 37090

**Company Complaining About:** AT&T

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## **Description**

I just got news of AT&T's new plan to impose data caps on all of their customers. I find it appalling that the American people have to deal with things like this when there is no reason for these ISPs to impose limits on data usage. How does paying \$30 more per month suddenly solve their problems of too much network traffic? The worst part of this whole situation is I have no other company that services my home that I can even switch to and use instead of AT&T, so I just have to accept this unjustified limitation to my internet usage and go along with it.

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[Ticket: # 998328 - Data caps](#)

**Date:** 5/24/2016 3:35:07 PM

**City/State/Zip:** Chicago, Illinois 60623

**Company Complaining About:** Comcast

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## **Description**

I am an undergraduate student at the University of Illinois at Chicago. I am part of a research group that processes data from the Relativistic Heavy Ion Collider (RHIC). I deal with massive amounts of data, which I then process in the comfort of my home. These data caps that target online streaming services have the unfortunate effect of making my volunteering very difficult. It would be okay if I had other services at my disposal but all of the ISPs have campaigns targeting data usage/downloads.

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[Ticket: # 998332 - Data caps are anti-consumer and destroying the free open internet.](#)

**Date:** 5/24/2016 3:35:24 PM

**City/State/Zip:** Norfolk, Virginia 23518

**Company Complaining About:** Cox

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## **Description**

Many isp's in America now are practicing anti-consumer tactics to boost revenue. My isp (cox) imposes a data cap on my Internet at 350Gb. Which is pitifully small compared to the amount of bandwidth they allot me. In an age were data comes fast and cable TV has no issue streaming 4k all day long, but if I want to watch nexflix or some other internet streaming not owned by the isp, it's suddenly "too much for their network to support."

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**Ticket: # 998379 - Data Caps**

**Date:** 5/24/2016 3:38:53 PM

**City/State/Zip:** Port Arthur, Texas 77642

**Company Complaining About:** All Isps Who Impose Data Caps

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## **Description**

TL;DR---see subject line.

I shouldn't have to link this to the agency responsible for federal oversight of communications, but here is how data caps work:

<http://unbreak-it.com/2014/08/data-cap-problem/>

I selected "other" under the "company name" field because my complaint is a general complaint against every ISP in the country who imposes data caps, whether they enforce them or not.

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[Ticket: # 998386 - AT&T recent data cap enforcement](#)

**Date:** 5/24/2016 3:39:42 PM

**City/State/Zip:** Mentor, Ohio 44060

**Company Complaining About:** AT&T

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## **Description**

AT&T's recent data cap enforcement means I have to pay more money for less service (streaming TV and video on demand) because they waive the data cap only if you pay more or use Direct TV. I cancelled my service and changed to TWC for now who also said they will start to enforce caps in the future in my area.

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**Ticket: # 998356 - Data caps and fees**

**Date:** 5/24/2016 3:36:59 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** AT&T

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## **Description**

To Whom it May Concern,

As of yesterday, AT&T began enforcing its arbitrary data caps. As the justifications for imposing such caps have increasingly been debunked, it's now obvious that AT&T, as well ISP monopolies like Comcast, simply have nothing to do with congestion, fiscal necessity or "fairness," and everything to do with protecting legacy TV revenue from the rise of Internet video.

This is egregious and immoral. The FCC has a responsibility to protect citizens from price gouging, and it's time fulfills that obligation.

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[Ticket: # 998373 - Data caps](#)

**Date:** 5/24/2016 3:38:24 PM

**City/State/Zip:** Rayne, Louisiana 70578

**Company Complaining About:** AT&T

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## **Description**

I find it absolutely ridiculous that an isp can put a limit on how much Internet I am allowed to use in a month. It's apparent that most telecom company's have the resources to allow unlimited data, due to the already high prices of their services. Having a data cap set onto me and my house would affect me greatly, you see I am an avid gamer and download most of my games. Having a data limit would impede on one of my only means of entertainment. I trust in the FCC to put a halt to such greedy and ridiculous practices

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**Ticket: # 998399 - Broadband Internet Data Caps Hurt Cord Cutters**

**Date:** 5/24/2016 3:40:55 PM

**City/State/Zip:** Merced, California 95340

**Company Complaining About:** AT&T

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**Description**

ISPs should be banned from installing monthly data caps on their broadband, then charge extra for more data allotment. Worst of all, they enable you to get unlimited data by paying \$30 extra a month. However if you subscribe to their TV service, this \$30 fee is waived. Practices like this are clearly anticompetitive and are aimed at hurting cord cutters.

ISPs by and large have regional monopolies and can do whatever they want without fear of losing customers because there is no competition. Data caps are one such example, where if you want to enjoy the same service you had prior to their data caps, you need to pay more a month.

USA is constantly behind broadband speeds and Internet prices. This is because lack of competition amongst ISPs has allowed them to NOT invest in their infrastructure and reap all the benefits by constantly increasing prices.

Please ban data caps and bring competition to the ISP marketplace.

Thanks,

(b) (6)

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[Ticket: # 998401 - Data caps are bad](#)

**Date:** 5/24/2016 3:41:05 PM

**City/State/Zip:** Tampa, Florida 33604

**Company Complaining About:** Bright House

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## **Description**

The idea of data caps are absolutely ridiculous. its just a way around an open internet and there is absolutely no basis in fact for implementing them. It concerns me that these companies are going to stifle innovation and increase costs purely because they found a new revenue stream. While i have not yet been given a data cap i am intensely concerned about them coming to my area.

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**Ticket: # 998404 - AT&T Data Caps**

**Date:** 5/24/2016 3:41:24 PM

**City/State/Zip:** Elgin, Illinois 60124

**Company Complaining About:** AT&T

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## **Description**

Hello,

Data caps are and always will be a charge with no need, they were first said to be due to bandwidth limits, which doesn't hold up especially in our current age, next it is about price fairness? The internet is not like the electric company, and yet companies like comcast and at&t are trying to treat this as such.

It is a poor practice, that will result in more backlash, and these changes punish users and providers of internet content. I am against any data caps, they are blatant cash grabs from companies like comcast and at&t that often try to legally push out their smaller competition from starting up, they are afraid of competition, and want to gain back money from the chord cutters of our age.

I don't have an AT&T account, I feel this is an issue that when companies like AT&T and Comcast are allowed to practice these unfair data caps, it will spread out of control.

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[Ticket: # 998433 - Data caps](#)

**Date:** 5/24/2016 3:44:31 PM

**City/State/Zip:** Northville, Michigan 48168

**Company Complaining About:** Verizon Wireless

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## **Description**

Caps on data I believe are fundamentally unconstitutional. Data caps limit peoples ability to freely speak because it limitis how much they can speak. The internet service providers use data caps as a simple cash grab. They do nothing to improve infrastructure while increasing bills for consumers.

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[Ticket: # 998424 - Data Caps](#)

**Date:** 5/24/2016 3:43:24 PM

**City/State/Zip:** Danielsville, Pennsylvania 18038

**Company Complaining About:** AT&T

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## **Description**

We are the only country that is moving toward data caps. All other country's are moving away from this outdated and primitive attitude toward accessing the internet. Stop This!

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[Ticket: # 998438 - Internet Data Caps](#)

**Date:** 5/24/2016 3:45:07 PM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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## **Description**

My family has been a Comcast customer for years. And for the majority of those years, we could use the internet as much as we wanted without any issues. But suddenly, Comcast sent us a letter saying that we were a part of its trial market for a 250 GB monthly data cap.

We weren't compensated for this downgrade in service quality; in fact our bill went up because we exceeded this arbitrary data cap.

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[Ticket: # 998469 - Data caps](#)

**Date:** 5/24/2016 3:48:25 PM

**City/State/Zip:** Lansing, Michigan 48910

**Company Complaining About:** AT&T

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## **Description**

AT&T has started imposing new data caps that are completely unreasonable. I do not have a large budget to work with. Internet is the way I connect with the world look for new opportunities for employment and my main source of entertainment. I do not understand how they are able to charge me more than they have been for the same amount of data I have been consuming for years. They are taking advantage of me as a customer because I do not have any other options. Their monopoly on the market must be ended swiftly.

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**Ticket: # 998472 - Data Caps and Internet Price Gouging**

**Date:** 5/24/2016 3:48:46 PM

**City/State/Zip:** East Lansing, Michigan 48823

**Company Complaining About:** Spartannet

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## **Description**

Data caps on internet usage are ridiculous and serve only to harm the consumer. More traffic on ISP's networks does not increase the cost to the ISP, this practice is only a method to squeeze money out of a user base that often has no choice.

In the modern world fast internet is essential to succeed in society or even to live comfortably anywhere in the US. ISPs need to vastly increase their internet upload and download speeds.

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**Ticket: # 998476 - Data caps**

**Date:** 5/24/2016 3:49:30 PM

**City/State/Zip:** Grand Rapids, Michigan 49546

**Company Complaining About:** Comcast

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## **Description**

A while back, information was released regarding comcast's profit margins. If I recall correctly, they received around 1,000% profit on their Internet services. Any company that makes 1,000% profit has absolutely no right to demand even more money at the cost of less quality service. The money that we give them for their service should be going to upgrading the service, not limiting it. Ask any gamer about data caps, any streamer, anyone who uses Internet consistently, and they will tell you that these caps are ridiculous. The caps are far too small. Games alone can come as big as 25 gigs now. Not to mention many games, especially multiplayer games, are constantly being patched. Those patches and downloads add up absurdly fast towards smaller data caps. Add on youtube or twitch or netflix during these downloads and you'll reach a cap in no time at all. To top that all off, I'm assuming that's only one person. Often families share an Internet plan. There are absolutely no ways to increase these caps with family packages without paying huge amounts of money for more expensive plans. They are nothing more than a cash grab and an attempt at hurting streaming services, like youtube and netflix, so comcast and att don't have to worry about losing more tv customers because their prices are absurd. Please stop letting them hurt these companies we care for. Stop letting them hurt gamers. The caps aren't going to go away without your help. If anything, I fear they will only get tighter in the future. Please don't let this go to far.

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**Ticket: # 998496 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 3:52:43 PM

**City/State/Zip:** Milwaukee, Wisconsin 53221

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 998491 - Data caps should be illegal.](#)

**Date:** 5/24/2016 3:51:54 PM

**City/State/Zip:** Barre, Vermont 05641

**Company Complaining About:** Charter

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## **Description**

The widespread growth of data caps in the Internet space should be illegal. It is a restriction unnecessary for companies to put on us. They are bringing in more and more money, yet they are putting more restrictions on the consumer for higher prices, making us pay fees for "unlimited" internet. ISPs not only have the infrastructure to handle this, but they have since the existence of the Internet. Data caps could even be viewed as a restriction of my free speech by preventing me from accessing the Internet based purely on money. It becomes a pay-to-win world.

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**Ticket: # 998501 - Data Caps**

**Date:** 5/24/2016 3:53:07 PM

**City/State/Zip:** Pflugerville, Texas 78660

**Company Complaining About:** AT&T

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## **Description**

There is a data cap being applied to to all customers of AT&T who don't bundle cable. I am grandfathered in for another year on my current plan, but I don't think its fair to charge me an extra \$30/mo for unlimited data, when it costs the company NO more money to give unlimited vs limited data. This is solely meant to discriminate against people who would rather get their entertainment from online services than the bloated packages the cable company sells. I can count on both hands the number of channels I use each week, and its getting smaller and smaller. Please do not limit our access to information, entertainment or communication with the outside world because they can't or won't pay an extortion fee.

Internet is almost a basic necessity these days. Everything we do is through the internet. There is almost no way for my children to go to school without internet anymore. It will be a basic human need in the coming years and Cable companies know it, don't let them set the precedent for this, especially when there are no other options.

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**Ticket: # 998516 - internet Data Caps**

**Date:** 5/24/2016 3:54:44 PM

**City/State/Zip:** San Juan Capistrano, California 92675

**Company Complaining About:** AT&T

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## **Description**

Broadband ISP's have unveiled another means of negatively affecting their consumers. Broadband data caps are simply arbitrary with no basis in science. With the advancement of technology consumers should be given access to more internet at faster speeds, but rather these companies attempt to bleed is dry for every cent they can. Broadband data caps are arbitrary numbers that serve one purpose, to screw consumers. It's the FCC's job to take action against unfair practices and I hope you take that seriously. Sincerely, a worried and upset consumer.

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**Ticket: # 998517 - ATT Data Caps**

**Date:** 5/24/2016 3:54:44 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** AT&T

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## **Description**

ATT is now enforcing data caps on their internet packages. This is blatant extortion of the consumers that use the service. This needs to be regulated like a utility already like water and electricity are.

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**Ticket: # 998518 - AT&T/Comcast Data Caps**

**Date:** 5/24/2016 3:54:54 PM

**City/State/Zip:** Chicago, Illinois 60615

**Company Complaining About:** Comcast

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**Description**

Hello,

I am a Network Engineer by trade, and have significant reservations about the precedent set by companies' renewed interest in data caps. Network such as AT&T and Comcast tend to explain data caps by saying that a small percent of users dominate the usage charts, artificially inflating demand/increasing contention of limited "last mile" resources.

However, with these same networks increasing their usage of "zero rating" for content provide by their own services or partners of theirs, the two seem to be at odds. If this is really contention over limited "last mile" resources, then offering zero-rated content would just make the issue worse - since the zero rated content uses the same last mile.

This is different in the case that the networks say that data caps are to help reduce costs at the edge/transit portions of their networks, however there are other flaws with the argument for data caps to help with network edge costs (such as these networks' large reliance on peering to exchange this traffic for free or cheap - and the fact that peering provides a scalable platform for the eyeball and content networks to both reduce their costs in a collaborative manner).

I am requesting that the FCC take a stance against data caps for terrestrial data services. There are other concerns that I believe my fellow consumers speak to as well, such stagnating caps leading to reduced innovation and competition in the US broadband market. As a professional in this industry, the practices of zero rating and implementing usage caps seem to be end-runs around the FCC's recently published (and reasonable) guidelines on network neutrality. This combination of zero rating and data caps is an anticompetitive response to competing services, due to some conflict of interest in these companies providing Internet and TV content delivery (Especially Comcast, with its ownership of NBC and other content-generating companies).

Thank you for your consideration,

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**Ticket: # 998562 - Stop the Data Capa**

**Date:** 5/24/2016 4:00:13 PM

**City/State/Zip:** Olympia, Washington 98501

**Company Complaining About:** Verizon, At&t, T-mobile

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## **Description**

Stop the data caps. ISP's are retaliating against consumer trends of cord cutting by limiting data usage, throttling services like NetFlix, and increasing prices of stand alone internet service without bundled television.

This is anti-competitive collusion by the entrenched players and needs to be stopped.

Thanks,

(b) (6)

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[Ticket: # 998545 - Data Caps](#)

**Date:** 5/24/2016 3:57:51 PM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Optimum

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## **Description**

I am writing to complain about Data caps. Data caps stifle American business and progress. We are already behind most of the civilized world in Internet speed. Data caps are an artificial barrier created for profit mongering between a few monopolies, and it should be abolished. .

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**Ticket: # 998546 - Bad business practices of ISPs**

**Date:** 5/24/2016 3:58:02 PM

**City/State/Zip:** Marana, Arizona 85658

**Company Complaining About:** Comcast

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### **Description**

ISPs are being monopolistic companies by various reasons. They are raising prices, lowering quality, and merging with companies. Remember when AT&T was split up? What are they doing now? They are merging with other companies meanwhile lowering the quality of service and deploying unnecessary data caps.

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**Ticket: # 998548 - Bandwith capping - Comcast**

**Date:** 5/24/2016 3:58:20 PM

**City/State/Zip:** Cambridge, Massachusetts 02140

**Company Complaining About:** Comcast

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## **Description**

I am concerned by Comcast capping my data consumption at 1TB / month.

Between several users in the household using a large amount of HD Video streaming + HD Audio streaming, several users playing data intensive video games, large data transfers (i.e. online backup services - I can approach the 1TB / month mark on that alone) and general web browsing-- this seems unreasonable.

I believe that it is time for the FCC to act on regulating internet services with regard to data caps. Though it can be argued otherwise, imposing data caps is an example of ISPs / Cable TV companies attempting to prevent users from using other services (such as Netflix, Amazon, HBO, etc) to consume content.

The average american watches around 5 hours of TV per day. One hour of HD video content from Netflix is aproximately 1.3GB. This means that in a household of 3 people would max out their data usage prior to the end of a 30 day billing period if they watched that average 5 hours per day. And that is without any other usage.

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**Ticket: # 998549 - ISP Data Caps**

**Date:** 5/24/2016 3:58:30 PM

**City/State/Zip:** Englewood, Colorado 80110

**Company Complaining About:** Comcast

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## **Description**

Data caps are a problem. The internet is no longer optional; it is a public utility and should be treated as such.

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[Ticket: # 998643 - Data caps](#)

**Date:** 5/24/2016 4:07:27 PM

**City/State/Zip:** St. Charles, Missouri 63304

**Company Complaining About:** AT&T

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## **Description**

The fact that data caps have come to existence is flatout ridiculous. Further, connections being throttled is just as much of a problem. If we allow any corporation to control access to the internet, then we effectively allow them to own and control the internet itself. Please address this issue firmly and aggressively.

Thank you.

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**Ticket: # 998574 - Lack of Competition, Data Caps, Soaring Prices**

**Date:** 5/24/2016 4:01:13 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** Comcast

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**Description**

Good Afternoon,

I wanted to write a quick note explaining my concern regarding open internet in my community.

Comcast is my only option for provider [with the exception of a small DSL provider with slow speeds and high prices]. Comcast teases intro rates but quickly raises your price after signing up for a 2 year contract. Also, data caps have been enacted in regions near us and I have been told that they will likely roll out to our community as well.

Finally, I am extremely concerned about the blatant abuse of being our community's only choice. Comcast requires decryption boxes for every jack in your household to watch TV, offers far worse speeds and pricing packages in markets where they are the sole provider, etc. These practices would never be chosen in a free and open market, and it is clearly to the detriment of the consumer that Comcast is allowed to operate in such a fashion.

Please assist the growth and innovation of our country by ensuring fair and consumer-favorable practices among large telecoms. Simply think "if there were other players in this market, would anyone freely choose this ISP"? If the answer is no, there is a problem worth correcting.

Thank you for your time,

A Concerned Citizen.

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**Ticket: # 998597 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 4:03:06 PM

**City/State/Zip:** Fort Worth, Texas 76177

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 998577 - Data caps**

**Date:** 5/24/2016 4:01:39 PM

**City/State/Zip:** Russellville, Arkansas 72801

**Company Complaining About:** Sudden Link

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## **Description**

Provider has data caps that are way too small for a residential house hold. 350Gb for a family with two kids and adults that play MMORPGs. At the cap in a week and a half. Recently offered "unlimited" data for \$5 a month. In the fine print it says that those with unlimited data are the first to have their speed reduced when others on the node and nearby are using data. In other words, by getting unlimited data we are agreeing to having our priority reduced. We will be throttled when people who don't have the unlimited data want to use their service.

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**Ticket: # 998579 - Comcast Data Caps**

**Date:** 5/24/2016 4:01:46 PM

**City/State/Zip:** Tupelo, Mississippi 38801

**Company Complaining About:** Comcast

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## **Description**

Data Caps are literally madness it costs them pennies to the gigabyte to transfer data with the internet, and yet they charge me \$85 a month for trashy 3/mbps download speeds and I have a 300gb data cap. I can blow through 300gb in a night just downloading games off my steam library, this doesn't mention my Dad watching netflix. Which if you didn't know HD video being streamed through services like netflix can eat through a 300gb data cap in like 100ish hours of use. That's not even a full week of nonstop use. How on Earth do they expect anyone to believe there is a reason for Data Caps besides to try and prevent competition through companies like Netflix which take customers away from their trashy commercial spamming cable services. Its nothing but a punishment for cord cutters and they need to be punished for doing it.

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**Ticket: # 1587599 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:27:17 PM

**City/State/Zip:** Bethlehem, Pennsylvania 18018

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 998594 - ISP Data Caps**

**Date:** 5/24/2016 4:02:48 PM

**City/State/Zip:** Aptos, California 95003

**Company Complaining About:** AT&T

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## **Description**

Rather than describe how ISP regional monopolies create an environment that is anti-consumer and anti-competition, I will break down the newly implemented "normal" for data caps on consumer internet.

As a residential customer, my ISP AT&T, allows me 300GB a month at an ADVERTISED speed of 50 mbps. So for 300GB with 50mbps, it takes 48,000 seconds to download this data. I divide that that by 25,920 (seconds per month divided by 100 to convert to percentage in one operation) to get the percentage of the month that I'm able to use the service at its advertised speed.

So for 300GB with 50mbps, it takes 48,000 seconds. So  $48,000 / 25920 = 1.85\%$  of the month.

This all illustrates that the consumer is paying speeds they could only use for less than 2% of the month! Meaning you only get 1-3% of what you pay for, and that this is by design, with NO other wired ISP options available because of regional monopolies.

It truly exposes how absurd these data caps are using nothing but math. Its a blatant artificial restriction in order to force consumers to pay more for something as fundamental as information.

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[Ticket: # 998599 - AT&T introduction of data caps](#)

**Date:** 5/24/2016 4:03:14 PM

**City/State/Zip:** San Francisco, California 94134

**Company Complaining About:** AT&T

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## **Description**

AT&T is now introducing a data cap for Internet services which I believe is a punishment for customers who solely choose AT & T as an Internet service provider and not as a cable TV or telephone service provider. They are trying to discourage users who prefer streaming their television shows through services like Netflix, Hulu, Amazon, etc.... My household does not watch TV. One person who does get entertainment regularly obtain her favorite TV shows from the internet. AT&T already has an awful reputation with providing inconsistent service at questionable rates, and for most people (myself included), we are limited in our choices for internet service providers.

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**Ticket: # 998604 - Data caps**

**Date:** 5/24/2016 4:03:26 PM

**City/State/Zip:** Atlanta, Georgia 30312

**Company Complaining About:** Comcast

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## **Description**

I'm getting very upset that Internet providers are limiting our data and making a profit off of it. I live in a house with 3 other people and we go over on data every single month. I'm always having to be conscious of what I'm doing and how much data I'm using and it's unfair. It doesn't seem to be helping anyone but the service providers. Data caps weren't really a thing two years ago so why are they so prevalent now? My guess is corporate greed. Something needs to be done because I feel like data caps are a hindrance to all other technology.

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**Ticket: # 998613 - Data Caps**

**Date:** 5/24/2016 4:04:04 PM

**City/State/Zip:** Yorba Linda, California 92887

**Company Complaining About:** AT&T

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## **Description**

Recently At&t started enforcing data caps to their customers. Data caps is a direct violation in having an Open Internet/Net Neutrality.

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**Ticket: # 998607 - Internet Data Caps High Speed Home Broadband****Date:** 5/24/2016 4:03:42 PM**City/State/Zip:** Pflugerville, Texas 78660**Company Complaining About:** Sudden Link

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**Description**

The company that provides broadband to my home is pretty reasonable about their data caps. They allow a customer to go over their limit several times before they charge you but that is not good enough in my opinion. Because of my data caps my family must limit the amount of streaming tv and movies we are able to watch each month. Additionally, it causes head aches for me personally as I am an avid computer gamer. To play games I must download them. This can eat up anywhere from 5% to 30% of my data caps per month depending on how many games I update/play/download. I hate data caps. They are NOT necessary as per Comcast's own internal communications. Data caps are just another way companies are afforded more rights than individual people. These companies are way too powerful and way too profitable for this kind of price gouging and over charging to be legally allowed. These data caps put undue financial strain on people with overage charges. Cable bills are already astronomical. Anything the FCC can do to help people get ripped off less often would be greatly appreciated.

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[Ticket: # 998640 - Data Caps](#)

**Date:** 5/24/2016 4:07:01 PM

**City/State/Zip:** Houston, Texas 77019

**Company Complaining About:** AT&T

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## **Description**

With new data caps rolling out, you are allowing the government sponsored telecommunications monopoly to take advantage of citizens more then ever before. Put a stop to the madness.

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[Ticket: # 998648 - Fair Market and avoiding Telcom monopolies](#)

**Date:** 5/24/2016 4:08:01 PM

**City/State/Zip:** Maineville, Ohio 45039

**Company Complaining About:** Cincinnati Bell

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## **Description**

Concerned with current outlook of the free market when it comes to internet service providers. What is being done to ensure individuals in areas have a choice when choosing their ISP. Having multiple options in each area promotes competitive prices and motivates companies to constantly improve their infrastructure.

It is very disheartening to see the current state where many people have only one choice to select an ISP, and are then subject to constant price increases and arbitrary data caps

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**Ticket: # 998677 - Usage cap complaint**

**Date:** 5/24/2016 4:10:04 PM

**City/State/Zip:** Mansfield, Texas 76063

**Company Complaining About:** AT&T

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## **Description**

The latest move by AT&T to cap internet usage is nothing more than a money grab by a company.

The fact that I can have unlimited access if I pay for television (Uverse or Direct TV) shows that this is not based on capacity. It is an attempt to force users to purchase products that they have already determined that they do not want. And in the case of Uverse television, that would actually increase the load on their network.

As someone who works from home, the internet is my lifeline to maintain my way of life for myself and my family. When I signed up for service four years ago, no mention of data caps were ever given.

In addition the tools that have been provided are not consistent so I have no real way of knowing if I am reaching a limit and will be charged for additional data or not. Online I get one value and from my mobile device it shows that I have not used any data this month!

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**Ticket: # 998678 - ISP Data Caps**

**Date:** 5/24/2016 4:10:13 PM

**City/State/Zip:** Evanston, Illinois 60202

**Company Complaining About:** Comcast

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## **Description**

ISPs are incrementally instituting data caps on their broadband customers because they are losing valuable revenue to internet based video streaming. My service provider, Comcast, has been testing the waters to see consumer reactions. This is an obvious ploy to rake in even more undeserved money from people that have no other option due to the clear monopoly Comcast has in my area and in many other areas of the US. Please let the people decide what they want and don't let companies shove it down their throat.

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**Ticket: # 998679 - Complaint about Comcast Internet Service data caps**

**Date:** 5/24/2016 4:10:23 PM

**City/State/Zip:** Olive Branch, Mississippi 38654

**Company Complaining About:** Comcast

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## **Description**

My Internet service provider Comcast has started to impose a data cap for monthly internet usage. This data cap that Comcast arbitrarily imposed on me interferes with my ability to use the internet as I wish. In addition to this data cap being arbitrarily determined, I oppose it based on four additional principles:

1. My internet speed at home never reaches the advertised speeds, but Comcast does not accept responsibility about this. I pay for 50 mbps, but I never get that speed. Comcast never reimburses me for their under-performance when it comes to internet speed. While they do not fulfill their responsibility, they ask me to follow the rules by the book by paying more for my internet service, in the form of data caps. This is simply unfair.

2. If I use less than my monthly data cap, Comcast never reimburses me for the amount that I did not use. However, if I exceed, they ask me to pay additional fees. This is unethical to say the least, as it favors only one party in this deal. Moreover, even if I exceed 1 mbps or 15 mbps, I get charged the same fixed amount, which means that they make the same amount of profit regardless of my overuse. This only adds to how arbitrary this data cap is, and it has nothing to do with fairness as they claim.

3. I cannot see on my Comcast online account how much data I had used each month. Without this information, I have no means to know for sure how Comcast determines my data usage. At this moment, it is only their word, and they accept me to take it without question. A phone call to Comcast Customer Service requires me to enter or say the same account information several times, and I get connected to different departments without finding a solution. They control how I can access my account information, and they do not provide an easy solution for me to access my data usage information.

4. Comcast interferes with my internet experience by forcing pop-up windows on my internet browser towards the end of the month to inform me that I am approaching my data cap. These intrusions lower my enjoyment from my internet usage. They are allowed to contact me via e-mail when it comes to my account usage, however, they should not send me automatic pop-up messages on my computer. This is intrusive.

I hope you'd consider this complaint about data caps, and do something about this. If I could change my internet service provider, I'd do it in a heart beat, but unfortunately my apartment complex only works with Comcast.

Best regards,

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**Ticket: # 998694 - Data caps**

**Date:** 5/24/2016 4:11:17 PM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Centurylink

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## **Description**

I'm filing a complaint on the uses of data caps as a method for charging customers extra money, when in reality, data caps serve no other purpose for internet service providers. There is no benefit for ISPs to create caps other than to take more money, unnecessarily, from it's customers. With rising data usage for everyday activities (streaming HD video, downloading games on steam, online gaming, general access to information) ISPs are effectively cutting of the flow of information and access to items their customers have legitimately paid for.

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**Ticket: # 998692 - Data Caps**

**Date:** 5/24/2016 4:11:12 PM

**City/State/Zip:** Rochester, New Hampshire 03867

**Company Complaining About:** Verizon

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## **Description**

As a student, I am constantly checking class updates, downloading class materials, responding to emails, watching recorded lectures for review, and uploading assignments. Nearly every month, I reach my data cap. I must then turn off my data, which has a negative impact on how well I can engage with a course. I can increase my data cap, but, as a student, the cost of this is well beyond my means.

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**Ticket: # 998701 - AT&T Data Caps**

**Date:** 5/24/2016 4:12:22 PM

**City/State/Zip:** Riverside, California 92505

**Company Complaining About:** AT&T

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## **Description**

When I signed up for AT&T Uverse a few months ago, there was no mention of a data cap. I sign into my account today to see that I have a progress bar, showing how much data I have used and how much I have left!

Apparently I have a data cap now! The worst part is, they "allow" me to bypass the cap by subscribing to DirecTV, which I do not want or need! This is clearly a punishment for being a so-called "cord cutter". The other option I have is to pay them \$30 to remove the cap, which I never had in the first place!

This should be illegal and AT&T should absolutely be punished for this type of customer bullying! We must act soon, before other internet companies see this practice as an okay thing to do.

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[Ticket: # 999331 - Data caps and remote Work](#)

**Date:** 5/24/2016 5:18:26 PM

**City/State/Zip:** Cary, North Carolina 27519

**Company Complaining About:** AT&T

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### **Description**

I work remotely (in NC) while my employer is in Seattle. New data caps means I won't be able to utilize video conferencing as frequently as I need.

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**Ticket: # 998757 - Data caps**

**Date:** 5/24/2016 4:18:32 PM

**City/State/Zip:** Pontiac, Michigan 48342

**Company Complaining About:** Comcast

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### **Description**

Data caps are unfair and should not be allowed. The fact that ISPs are allowed to choose how much internet I use is absurd. My using more than the allowed amount costs them nothing, but they want to charge me for streaming music and watching videos on netflix and hulu. I already pay for the service of my internet connection speed, I should not have to pay for using that service.

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[Ticket: # 998714 - ATT Comcast, all internet data caps](#)

**Date:** 5/24/2016 4:13:51 PM

**City/State/Zip:** San Rafael, California 94901

**Company Complaining About:** Comcast

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## **Description**

I don't like them. Data caps are 100% arbitrary and cannot be technically justified. Data is NOT a limited resource.

It's like saying people can only drive for a certain number of hours a month in order to solve traffic jams.

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**Ticket: # 998718 - AT&T Data Caps**

**Date:** 5/24/2016 4:14:19 PM

**City/State/Zip:** Fort Worth, Texas 76177

**Company Complaining About:** AT&T

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## **Description**

AT&T's enforcement of data caps began on May 23 of this year. According to AT&T this data cap is only applicable to their internet-only customers. AT&T has released statements to customers telling them that they can avoid this data cap by signing up for television service through AT&T or DirecTV. In fact, AT&T makes it clear that the data caps DO NOT APPLY to their television customers. In effect, AT&T has told customers to either sign up for their television service, or be penalized monetarily by AT&T for using another company's services (be it data consumed via Netflix, Hulu, SonyVue, Roku, Amazon Fire, etc). This is the very definition of antitrust and is 100% illegal.

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**Ticket: # 998729 - Data Caps**

**Date:** 5/24/2016 4:15:44 PM

**City/State/Zip:** Auburn, Washington 98001

**Company Complaining About:** Comcast

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## **Description**

We are tired of data caps yet the internet service providers are strangling people into monthly plans that constrict our daily lives. Data caps should not exist in an era where the internet is boundless across the planet. As the internet expands and our daily lives become more involved with it, the bandwidth required is skyrocketing in society and the ISPs aren't keeping up with it. Instead they are making us pay more for their lack of effort to meet customer demand.

I sincerely hope the FCC pushes back against the ISP industry and help keep the prices low and data cap free. Also, Fiber Optic internet needs to be implemented to ensure a more reliable and faster internet experience.

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**Ticket: # 998735 - Data Cap**

**Date:** 5/24/2016 4:16:32 PM

**City/State/Zip:** Denver, Colorado 80238

**Company Complaining About:** Comcast

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### **Description**

I am limited to 300GB of month from my internet provider. Streaming Netflix/Amazon/twitch on two TVs in HD makes it really easy to hit that data cap each month. Please push to stop data caps on wired internet.

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**Ticket: # 998767 - Data caps**

**Date:** 5/24/2016 4:19:28 PM

**City/State/Zip:** Sequim, Washington 98382

**Company Complaining About:** Centurylink

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## **Description**

I work from home. I have experienced data rates at different times. My supplier has always billed me at a specific rate of data speed. I experience this rate about 15% of the time. all other times it is mostly much slower at 20% the advertised data speed. They use a public funded infrastructure. Would we put up with only getting delivery on 25 volts when we pay for 120 volts? I travel much outside the USA and rarely experience much problem. Why has the USA fallen behind on this necessity. Please do what you can to remove data caps and keep net neutrality.

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[Ticket: # 998782 - AT&T home data caps unfairly limit competition](#)

**Date:** 5/24/2016 4:21:29 PM

**City/State/Zip:** Dallas, Texas 75201

**Company Complaining About:** AT&T

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## **Description**

I recently received an email saying that there will be data caps for home internet in my home city Dallas TX, and the only exception is if you purchase their Uverse tv or pay \$30 a month. So I'd like to just have Netflix but AT&T is forcing me to have their service as well knowing that Netflix usage will bust that cap. They have stopped TV competition by limiting the Internet, and that isn't fair to consumers who have no other options.

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**Ticket: # 998776 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 4:21:02 PM

**City/State/Zip:** Blue Springs, Missouri 64014

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online. This also effects those who rely on the Internet as primary means of communication with the rest of the world. Having a data cap limits their capabilities to interact with others. Such as Deaf and HoH who use video chats the same as everyone else uses phone calls.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 998766 - Data caps**

**Date:** 5/24/2016 4:19:23 PM

**City/State/Zip:** Alexandria, Virginia 22305

**Company Complaining About:** Comcast

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## **Description**

To whom it regards,

Data caps on Internet plans are counter-intuitive. The bandwidth keeps getting faster, TVs and downloads are getting bigger, but my capacity to enjoy it is becoming smaller because of data caps. I'd switch providers if I could, but because Comcast is the only servicing my area, I have no choice. The lack of competition is causing Comcast to become greedy.

Please consider having providers remove their data caps.

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[Ticket: # 998784 - data cap.](#)

**Date:** 5/24/2016 4:21:32 PM

**City/State/Zip:** Costa Mesa, California 92626

**Company Complaining About:** Time Warner

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## **Description**

Unfair to cap data. Totally unnecessary to have data caps. This unjustified rule hurts consumers. This is just another example of companies going for profit margin over consumer protection. Thank you for your consideration. (b) (6)

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**Ticket: # 1587924 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:17:34 PM

**City/State/Zip:** Minneapolis, Minnesota 55412

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 998774 - data caps](#)

**Date:** 5/24/2016 4:20:07 PM

**City/State/Zip:** Santa Cruz, California 95060

**Company Complaining About:** Comcast

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## **Description**

Data caps are a blatant cash-grab. The ISP companies have functional monopolies over wide swaths of american people, and are exploiting their non-competitive markets to extort ridiculous expense from their customers, while providing a sub-par product. The internet is not like other services: it is necessary for nearly everything we do in our modern times. It should be fast, efficient, and free from exploitation by powerful companies.

You, the FCC, are the organization who can challenge them. Slap their greedy hands and tell them "enough!" Enough exploitation. Enough bogus charges! Make the internet what it was always meant to be, and restore capitalism and competition to the American telecom industry.

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[Ticket: # 998781 - AT&T data caps](#)

**Date:** 5/24/2016 4:21:28 PM

**City/State/Zip:** Glendale, New York 11385

**Company Complaining About:** AT&T

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## Description

Hello,

I would like to complain about the data caps that AT&T will soon put in place for their home broadband internet access. I use much more than 1 TB per month both uploading and downloading and these data caps seem to be nothing more than cash grabs. They provide no utility to consumers and only serve to stifle innovation and competition among ISP's.

(b) (6)

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**Ticket: # 998785 - Data Caps**

**Date:** 5/24/2016 4:21:40 PM

**City/State/Zip:** Cary, North Carolina 27511

**Company Complaining About:** AT&T

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## **Description**

ATT has newly enforced a Data Cap over our internet plan. What bothers me most about their newly enforced data cap is that they will remove the data cap only if we subscribe to one of their television packages. This feels as though it comes close to voiding net neutrality. A service provider places an artificial limit on my bandwidth UNLESS I pay for a different service from them? This seems like it unfairly treats cord-cutters and cord-nevers as second-class citizens to the Internet.

We are switching to a different ISP in a few days, but the majority of Americans do not have this as an option. In many markets, a lone ISP provides the only available service. Because there is no real competition in many markets, ISPs can do what they want.

More and more households rely on high-bandwidth devices and services. More and more people consume media over the Internet. By placing caps such as this on the pipeline, ISPs limit innovation and stifle progress. The world does not work like it did 15 years ago. Data caps are a last ditch effort to get people to pay more for less. I think data caps are terrible for a lot of reasons.

The FCC should not allow companies to treat consumers so poorly. AT&T has not been very forthcoming with the implementation of their new data caps. We spent 30 minutes on the phone with them today just to find out how much data we used last month. They told us the wrong amount twice until we kept telling them the amount they quoted us sounded too low. They seemed as though they were trying to hide the fact they we used more than the cap amount last month. They also refused to email us the amount of data we used last month.

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**Ticket: # 998815 - Data Caps are NOT acceptable**

**Date:** 5/24/2016 4:24:20 PM

**City/State/Zip:** Sparks, Nevada 89436

**Company Complaining About:** Charter Communications

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## **Description**

Data is not a finite resource that ISPs lose or gain profit from regardless of usage. Data caps are a blatant money grab, and the threat of them coming to my area is very real. A 300GB data cap may seem high, but as a freelancer uploading and downloading files that range in size from a few kilobytes to upwards of 20GB depending on complexity could very well hurt me from a business standpoint. I do not need a redundant operating cost that charges me for working more.

Please evaluate and make a decision to disallow data caps.

Regards,

(b) (6)

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**Ticket: # 998816 - Internet Data Caps**

**Date:** 5/24/2016 4:24:20 PM

**City/State/Zip:** Byron Center, Michigan 49315

**Company Complaining About:** Bloom Broadband

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## **Description**

Hello,

I'd like to complain about ISP's instituting data caps on internet services. My current internet service has a cap. The cap they offer is not adequate to my needs. I run out before the end of every month and am without internet for that time. I think data caps should not be allowed to be implemented by ISPs.

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[Ticket: # 999341 - Internet Data Caps](#)

**Date:** 5/24/2016 5:19:23 PM

**City/State/Zip:** Las Vegas, Nevada 89115

**Company Complaining About:** Comcast

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## **Description**

The state of Internet Data caps are growing into an extreme problem especially with 4k media right around the corner. This practice needs to stop.

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**Ticket: # 998835 - Home Internet Data caps**

**Date:** 5/24/2016 4:26:06 PM

**City/State/Zip:** Aubrey, Texas 76227

**Company Complaining About:** AT&T

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## **Description**

The fact that data caps are enforced in an era that enables our capitalistic society to triumph through the power of the internet is absolutely crazy. At what point will it be assigned as a utility? Utilities are services that are needed to a family - NEEDED.

- 1) A child gets assigned homework from public schools that require them to get on the internet = utility
- 2) Home Businesses and e-commuters for jobs = utility
- 3) Paying bills through various websites in an effort to be "Green" and save the environment = utility

Please understand that the move by current ISP's is solely driven by a monetary purpose. I am not opposed to them making back their expenses however, now that we have driven our society to be internet dependent, we must understand and establish that it should be treated as a utility! We can live without electricity, but we have become so accustomed to it, that we mandate it be a utility and you simply pay for what you use.

In conclusion, I hope that you truly consider the fact that data caps are a step backwards in an effort to remain as a leading nation to exemplify. Please reconsider the actions.

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**Ticket: # 998902 - Data Caps**

**Date:** 5/24/2016 4:32:28 PM

**City/State/Zip:** Bloomington, Indiana 47408

**Company Complaining About:** AT&T

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## **Description**

Data caps in my Uverse internet usage affects me quite negatively. I am actively seeking another service now, because capping my data is simply ridiculous. Please know that if more companies continue to do this, I will not be using as much internet and will therefore spend less money on those services. Please put forth an effort to try to end data caps.

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**Ticket: # 998851 - Data Caps from ISPs**

**Date:** 5/24/2016 4:28:07 PM

**City/State/Zip:** Atlanta, Georgia 30329

**Company Complaining About:** AT&T

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**Description**

Dear Sir or Madam, I have internet only service from Comcast in the Atlanta area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

I now use AT&T - and starting today they have implemented their own data caps. You can be exempt if you sign up for DirecTV (an ATT product). As a video platform, this is a clear violation of net neutrality. I'm sure their excuse is that the internet does not solely provide video content - which is an unrealistic refusal to admit that cord-cutting is harmful to their television platform.

This needs to be stopped 5 years ago, and needs to be stopped now that you have allowed it to perpetuate.

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**Ticket: # 998855 - Data caps**

**Date:** 5/24/2016 4:28:31 PM

**City/State/Zip:** Madison, Wisconsin 53719

**Company Complaining About:** Charter

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## **Description**

Hello,

I have been a user of internet services for many years. The recent addition of data caps is a greedy push by ISPs to squeeze more money out of customers that stream media. This will impact my ability to use my already purchased video games or subscription services such as Netflix and Hulu.

Please make a rule to regulate ISPs ability to add unnecessary data caps.

(b) (6)

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[Ticket: # 998856 - Data Caps](#)

**Date:** 5/24/2016 4:28:34 PM

**City/State/Zip:** Williamsburg, Virginia 23188

**Company Complaining About:** Cox

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## **Description**

Data Caps are a total load and need to be removed

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**Ticket: # 998859 - Data caps**

**Date:** 5/24/2016 4:28:52 PM

**City/State/Zip:** Palatine, Illinois 60067

**Company Complaining About:** Comcast

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## **Description**

Data caps have forced me back to cable. Effectively I will pay more to use services like Netflix and Hulu to support a dying business model. Please don't let them establish data caps.

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[Ticket: # 998904 - Data caps](#)

**Date:** 5/24/2016 4:32:42 PM

**City/State/Zip:** Lubbock, Texas 79412

**Company Complaining About:** Sudden Link

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## **Description**

My internet provider, Suddenlink, has an unrealistic data cap that I blow through consistently every month and I have the highest available plan. It's unfair and unlawful.

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**Ticket: # 998861 - AT&T Data Cap**

**Date:** 5/24/2016 4:28:54 PM

**City/State/Zip:** Greenville, South Carolina 29615

**Company Complaining About:** AT&T

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## **Description**

AT&T has started enforcing data caps for internet usage. This is anti-competitive and is going to force me to cut back on internet usage. This kind of action is going to stifle economic growth. I am a gamer and now I have to worry that downloading games from the manufacturer is going to push me over my cap. I will spend less money on games now. I use services like Netflix and Amazon Prime to watch TV shows and movies. I will watch less now because of my data cap. These companies have also been pushing technology forward with new 1080p and 4K content. I was going to buy a new 4K TV to use, but 4K content will quickly push me over my data cap, so now I'm not going to buy this TV. I know there are people like me all over the US. Data caps have no technical reason to exist. This anti-competitive behavior is bad for everybody.

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**Ticket: # 998867 - Data Caps**

**Date:** 5/24/2016 4:29:22 PM

**City/State/Zip:** San Jose, California 95113

**Company Complaining About:** Comcast

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## **Description**

Data limits are not currently imposed upon my area but I am aware that they exist for other people who use Comcast.

Data caps are a big problem. If they were enforced on my current connection I would end up paying hundreds more for basic internet access just because I use the internet for everything like streaming music, Netflix, YouTube videos, etc. Between my girlfriend and myself we go over 250 GB a month with a week of Internet usage.

As a software engineer I am constantly downloading big files such as Linux OS distribution that are usually multiple gigabytes. I need to download lots of files because I like to test different programs for my job and having data caps would limit this ability.

I am sure people who work from home would also be negatively effected by this as they now may not be able to work from home without incurring extra fees.

Data caps do not make sense and just allow these big corporations to increase their revenues while punishing their customers for using their product too much.

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**Ticket: # 998870 - Data Caps**

**Date:** 5/24/2016 4:29:31 PM

**City/State/Zip:** Waterloo, Iowa 50701

**Company Complaining About:** Mediacom

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## **Description**

Data caps are an unfair practice and anti-net neutrality used solely to make more money from the consumer. For example, I could leave my cable TV on all month long and my cable bill wouldn't change. However, if I was to stream video for a month straight, I would be charged more on my bill? That makes no sense since they are both on a cable line.

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**Ticket: # 998874 - Data caps**

**Date:** 5/24/2016 4:30:04 PM

**City/State/Zip:** Loveland, Ohio 45140

**Company Complaining About:** Time Warner

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## **Description**

Data caps could be an ok thing if there was any kind of competition with my ISP, however my hands are tied. I can only use what's provided in my neighborhood, therefore, their data cap is forced upon me and will likely cost me more cash every month. It's bad enough that I do not (actually never have) received the service speed that I pay for, but now they're going to limit my amount too? Please do something, ANYTHING! Please take some action to protect the consumers from being screwed by a concerted effort by the ISPs to wrench money out of my wallet. I already give them over a hundred dollars a month for 100mbps and rarely top 20mbps. This has to stop somewhere.

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**Ticket: # 998881 - Internet data caps**

**Date:** 5/24/2016 4:30:37 PM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** Time Warner

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## **Description**

The current unfair, anti-consumer business practices in the broadband industry are down to government-approved regional monopolies. This needs to be put to a stop for the good of the American people.

Companies such as AT&T, Comcast, Time Warner Cable and Verizon have, over time, agreed upon monopolizing their own regions in order to maximize their profits at the expense of the consumer by providing a sub-par quality of service. Government officials are lobbied (legally bribed) to ensure that these anti-consumer regional monopolies can continue to exist.

Whereas, companies such as Google are attempting to advance the quality of service in the broadband industry within the United States by building new infrastructure and providing a low-cost, high quality service. However, the existing monopolies are doing everything they can to slow progression by; introducing and maintaining anti-consumer monopoly laws through their lobbying (bribing) efforts; intentionally running their business at a loss in areas where startup companies are attempting to enter the market in order to quash competition; and lowering their quality of service whilst still increasing prices.

AT&T have started to implement data caps and increase prices, whilst in the same timescale other countries have; built and improved their infrastructure to the point where they have no data caps; increased their speed to double that of the average American broadband connection; maintained a low-cost to their service whilst continuing to improve it.

Competition promotes growth within an industry. Without competition, companies will continue to allow the quality of service they provide to degrade whilst raising prices to maximize their profits. It is the responsibility of this commission to ensure that the American people are given a fair deal and that shady, anti-consumer business practices be ceased.

An oversight committee must be established, with the sole objective of improving the quality of American broadband services. The first step towards that will be abolishing monopolies, introducing competition-friendly laws and fostering a competitive culture within the industry.

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**Ticket: # 998889 - ISP Data Caps**

**Date:** 5/24/2016 4:31:32 PM

**City/State/Zip:** Sycamore, Illinois 60178

**Company Complaining About:** Comcast

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## **Description**

I am growing more and more concerned with the expanding implementation of data cap usage by ISPs. I am watching less TV and streaming more video, and I often work from home. These uses cause me to have high data usage some months. This is a blatant money grab by TV/ISP providers. Internet prices are already rising every year, and now I'm looking at paying more for internet, but for less service. These ISPs get government subsidies provided by tax payers to build their own monopolized network, and then they treat their customers like garbage because they have a government subsidized monopoly. They have absolutely no incentive to treat their customers well, and the FCC shouldn't stand by and watch them take more and more money from us for services we need. My area does not have data caps yet, but I am worried that the practice is going to expand nation wide if the FCC doesn't do anything about it.

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**Ticket: # 998890 - Data Capping by Monopolies**

**Date:** 5/24/2016 4:31:34 PM

**City/State/Zip:** Alhambra, California 91801

**Company Complaining About:** AT&T

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## **Description**

The current unfair, anti-consumer business practices in the broadband industry are down to government-approved regional monopolies. This needs to be put to a stop for the good of the American people.

Companies such as AT&T, Comcast, Time Warner Cable and Verizon have, over time, agreed upon monopolizing their own regions in order to maximize their profits at the expense of the consumer by providing a sub-par quality of service. Government officials are lobbied (legally bribed) to ensure that these anti-consumer regional monopolies can continue to exist.

Whereas, companies such as Google are attempting to advance the quality of service in the broadband industry within the United States by building new infrastructure and providing a low-cost, high quality service. However, the existing monopolies are doing everything they can to slow progression by; introducing and maintaining anti-consumer monopoly laws through their lobbying (bribing) efforts; intentionally running their business at a loss in areas where startup companies are attempting to enter the market in order to quash competition; and lowering their quality of service whilst still increasing prices.

AT&T have started to implement data caps and increase prices, whilst in the same timescale other countries have; built and improved their infrastructure to the point where they have no data caps; increased their speed to double that of the average American broadband connection; maintained a low-cost to their service whilst continuing to improve it.

Competition promotes growth within an industry. Without competition, companies will continue to allow the quality of service they provide to degrade whilst raising prices to maximize their profits. It is the responsibility of this commission to ensure that the American people are given a fair deal and that shady, anti-consumer business practices be ceased.

An oversight committee must be established, with the sole objective of improving the quality of American broadband services. The first step towards that will be abolishing monopolies, introducing competition-friendly laws and fostering a competitive culture within the industry.

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**Ticket: # 1587602 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:29:08 PM

**City/State/Zip:** Pepeekeo, Hawaii 96783

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 998917 - Data Caps limit usage**

**Date:** 5/24/2016 4:34:21 PM

**City/State/Zip:** Fort Worth, Texas 76179

**Company Complaining About:** AT&T

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## **Description**

The introduction of data caps will force me to limit the amount of time I spend watching services such as Netflix, Hulu, Twitch.tv or other video streaming services, or downloading software patches and updates. The fact that they offer to remove the cap if I buy tv service through them is a clear attempt to get people to watch tv through their services instead of over the internet. They are giving preferential treatment to their TV services (which don't apply to the data cap) on the network over competing video services.

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[Ticket: # 998923 - Data Caps will ruin how the internet is used](#)

**Date:** 5/24/2016 4:35:23 PM

**City/State/Zip:** San Antonio, Texas 78217

**Company Complaining About:** Time Warner

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## **Description**

Streaming is an integral part of internet usage, be it music, video, or even data while playing games. if data caps become the norm then interactivity will plummet and the freedom of use of these services will become such a high premium that they will stop being used as often and possibly die out.

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**Ticket: # 998939 - Cell Data Caps are Mindless**

**Date:** 5/24/2016 4:37:11 PM

**City/State/Zip:** Dayton, Oregon 97114

**Company Complaining About:** Verizon Wireless

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## **Description**

I'm all for paying a fair amount for data. However, data limitations are related to bandwidth, not aggregate utilization. Monthly data caps are nonsensical and limit American development and competitiveness.

If Verizon wants to limit my bandwidth depending on what tower I'm connecting to and how busy it is, this is sensible to me. However, Verizon offers 4G speeds that can blast through a standard data plan in a day of ordinary use. This is a deceptive practice and an opportunity for them to charge overage fees on unsuspecting customers.

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**Ticket: # 998971 - Data Caps from ISPs****Date:** 5/24/2016 4:40:17 PM**City/State/Zip:** West Orange, New Jersey 07052**Company Complaining About:** Verizon

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**Description**

I am deeply concerned with the increasingly common practice of capping data among internet service providers in the United States. Comcast was the earliest offender and, more recently, I have been made aware that AT&T Uverse is now doing it. The FCC, in recent years, has done a fantastic job of protecting the internet by doing things like supporting Net Neutrality and Title II. Now I believe it is time to evaluate data caps in the same light.

Data caps are concerning for a variety of reasons. The first of which is the simple fact that moving to data caps in 2016 is a step backwards. The second is that no reasonable justification has been provided for the existence of data caps. Early on, ISPs such as Comcast attempted to justify them by saying it's a way to protect their infrastructure and maintain a quality of service, but this is patently false. Study, time and time again, has proven that data caps do absolutely nothing to improve the quality of an ISP. Bandwidth is not a limited resource that is used up cumulatively over time...

So, the question becomes, why institute them? I think this is where the FCC truly needs to step in and take a long, hard look at motivations. The major ISPs in the US also happen to be the primary cable providers. In the last several years, it has become increasingly popular for households to shed cable in favor of more progressive services such as Netflix, SlingTV, Amazon Video, etc. Is it suddenly a coincidence that major ISP and Cable providers begin instituting data caps during a time in which they are losing cable subscribers in droves? I do not believe it is, and I believe it is a serious conflict of interest that ill-serves the general public and free speech as a whole.

The internet is a great source of entertainment, sure, but that is not why it is important to protect. The internet is important to protect because it is an unprecedented vehicle for communication. This allows for individuals and businesses, alike, to communicate and compete in an unprecedented fashion. This has brought about levels of innovation exponentially greater than anything prior to its existence. It seems that the major ISPs are, now, beginning to actively work to stifle said innovation because it is beginning to affect their sister business (cable). Instead of innovating along with the times, they seek to hold us all back. This is not in the public's interest, it is to the public's detriment.

The internet needs to remain an open platform where "bits are bits" and data is not arbitrarily treated like a limited resource. Data caps neither solve the problem they claim to solve, nor do they do anything of value to anyone. The Internet is far beyond an optional part of life at this point, and access to it must be done in the interest of people -- not businesses who refuse to move forward with the times and want to stifle progress for the sake of their own archaic model.

We need help from the FCC. We need these businesses to be evaluated on several levels. First, are they providing access to the internet in a way that serves public interest and the spirit of the internet? Secondly, is there a conflict of interest when a business is both responsible for an information distribution model that is outdated (cable) and the new model which is a superset of it and will replace it (internet)? Finally, why do most areas of the United States have a gross lack of competition in the

ISP space? In places where competition is allowed, we suddenly see these same business dramatically drop prices, increase speeds and remove data caps. Look at places where Google Fiber has arrived, for example -- or places that have local ISPs that are offering 1Gbps internet for less than what cable providers much slower internet.

Thank you for your time.

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[Ticket: # 998944 - Data caps](#)

**Date:** 5/24/2016 4:37:32 PM

**City/State/Zip:** Port Richey, Florida 34668

**Company Complaining About:** Verizon

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## **Description**

I live in the USA my internet is treated like we as consumers are being rationed a few gigs a month when it doesn't cost these providers hardly anything. Data caps are anti consumer and put the consumer in chances to owe huge bills for something watching too much stream online. We as consumers should have the right to have unlimited data. Our tax dollars invented the internet, why are we being gouged for something.

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**Ticket: # 998956 - ISP Data Caps**

**Date:** 5/24/2016 4:38:46 PM

**City/State/Zip:** Rochester, New York 14612

**Company Complaining About:** Time Warner

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## **Description**

To Whom It May Concern;

My name is Aaron, and I'm a citizen of the United States. I Live in Rochester, NY.

I'm writing you today to issue a complaint regarding Internet Data Caps.

I feel data capping is nothing more than a cash grab, and is actually unconstitutional.

I do not wish to bore you with rhetoric; I'm sure you're well aware of how most Americans feel about this.

Time Warner does not currently cap my home's data, but I worry that day is soon approaching.

Thank you for your time,

(b) (6)

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[Ticket: # 998957 - internet data caps](#)

**Date:** 5/24/2016 4:39:04 PM

**City/State/Zip:** Wooster, Ohio 44691

**Company Complaining About:** Mctv

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## **Description**

Data caps are terrible for the consumer. It's the same thing as telling people that they are only allowed 10 hours of television and anything over will be throttled and extra charges applied. It's 2015 not 1975, the public wants faster and more reliable internet. The cable and media companies are clinging to an obsolete past. Neutral net and consumer friendly legislation are what's needed.

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**Ticket: # 998961 - Data Caps**

**Date:** 5/24/2016 4:39:18 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19082

**Company Complaining About:** Comcast

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**Description**

Data caps are 100% arbitrary and cannot be technically justified. Data caps are a lousy solution to a real problem: local node congestion.

Most modern broadband connections (U-Verse DSL, DOCSIS, fiber to the home) use a "fiber to the node" model where buried fiber runs to a "neighborhood" distribution point and then 2-wire DSL, cable, or fiber aerials from there. The point being that the whole "neighborhood" shares the same buried trunk line.

This means that one person on the node can affect the bandwidth of everyone else on the node. Particularly at peak periods (evenings) this can cause slowdown on that node.

The data caps are an attempt to deal with this by discouraging people from downloading a lot.

Now obviously a better solution would be to measure traffic on the node and when it gets congested to automatically throttle the bandwidth used by people on the node so one person isn't using it all.

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**Ticket: # 998966 - Data Caps**

**Date:** 5/24/2016 4:39:55 PM

**City/State/Zip:** Boise, Idaho 83709

**Company Complaining About:** Cable One

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## **Description**

I find it difficult to believe that in the year 2016 I am paying \$90 JUST FOR INTERNET with this company. I don't even have cable anymore because it was not worth it. I am gone for the entire day and stream Netflix at night for maybe an hour a day, but somehow Cable One tells me I am exceeding my date cap and they will charge me for a business package in my residential home. They told me the next lowest service was only 15 mb speed download and was still \$40 a month. Why are we having data caps? Please listen to the average person and help us with this!

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**Ticket: # 998988 - Data Caps Monopolizing Internet**

**Date:** 5/24/2016 4:42:55 PM

**City/State/Zip:** San Jose, California 95110

**Company Complaining About:** Comcast

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**Description**

I would like to make it clear that I do not support internet data caps and would like the FCC, as my government representative, to fight for an open internet which includes keeping providers from reducing the allowed download (and upload) amount.

As I see it there is no actual technological issue with reducing the amount of data that a customer uses, however as owners of TV broadcast media the companies have an interest to reduce or restrict their customers' ability to stream entertainment online. I believe this counts as unfairly monopolizing the market and reducing the consumer's choice based on the business decision of the company rather than the demands of the customer.

Having the increased data requirement will also force telecom companies to update and increase their infrastructure to accommodate the demand from consumers, rather than sitting by with aging systems despite increased profits with huge margins. Would we allow robber baron train owners to restrict our airplane usage in favor of their slower and outdated transportation means just because it means more profit for their company?

Thank you for listening to my complaints.

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[Ticket: # 998990 - AT&T data cap](#)

**Date:** 5/24/2016 4:42:58 PM

**City/State/Zip:** Wyoming, Michigan 49519

**Company Complaining About:** AT&T

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## **Description**

My ISP, AT&T, has recently informed me that it will be imposing a data cap on me now, even though I have not changed data plans. Even after being informed of this new cap, I have not been given a way to check my data usage to make sure I am within the limits of the data cap. This is a blatant cash grab, a violation of net neutrality, and completely unnecessary.

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**Ticket: # 998996 - UVerse data caps are BULLSHIT**

**Date:** 5/24/2016 4:43:30 PM

**City/State/Zip:** Fishers, Indiana 46037

**Company Complaining About:** AT&T

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## **Description**

AT&T forcing me to pay for their [REDACTED] TV service to avoid data caps on my Netflix and Hulu services is nothing short of extortion.

AT&T should not be allowed to arbitrarily punish cord cutters like myself for finding a better value source of TV and movies.

Worse yet, my only available alternative is Comcast, who is also rolling out these [REDACTED] data caps.

[REDACTED] these internet providers and their [REDACTED] oligopoly.

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**Ticket: # 999010 - Data Caps**

**Date:** 5/24/2016 4:45:16 PM

**City/State/Zip:** Manvel, Texas 77578

**Company Complaining About:** AT&T

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## **Description**

AT&T has now imposed a monthly cap on Uverse Internet usage. I've been a customer of theirs for over 10 years, and the only limit has been the agreed-upon speed of the connection. Before AT&T I have been a customer of Comcast and Cox high speed internet services dating back to 1997. Never once has there been any imposed limit to what or how much data I use, other than the agreed upon connection speed.

Just because I do not have it in my budget to pay for cable TV, and resort to using an over-the-air antenna and one or two cheap streaming services (Netflix and Amazon) does not justify AT&T to coerce me into purchasing their TV service to avoid their new data cap. I easily use much more data than their monthly cap allows due to streaming services, voip, telecommuting, and online backup services. I cannot do without using online backup services. We lost our apartment in a fire once, and thanks to frequent online backups did not lose our very important data.

AT&T does not impose the limit if you also subscribe to their TV service. My choices for Internet are very limited here and I feel they are abusing this to force me to subscribe to their TV service.

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[Ticket: # 999012 - Data Caps](#)

**Date:** 5/24/2016 4:45:20 PM

**City/State/Zip:** Baton Rouge, Louisiana 70802

**Company Complaining About:** AT&T

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## **Description**

The notion of data caps enforced by ISPs is asinine. Restriction of available bandwidth solely motivated by profit is criminal. Information and knowledge in the 21st century and beyond should be considered an inalienable human right.

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[Ticket: # 999020 - Data Caps](#)

**Date:** 5/24/2016 4:46:34 PM

**City/State/Zip:** Greensboro, North Carolina 27410

**Company Complaining About:** AT&T

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## **Description**

ATT just implemented data caps on all of their customers. Data caps are anti-consumer and stifle business opportunities on the internet. No data caps.

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[Ticket: # 999023 - Data caps](#)

**Date:** 5/24/2016 4:47:07 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73135

**Company Complaining About:** AT&T

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### **Description**

When I signed up with AT&T uverse I had unlimited data. Now I pay more than I ever had and I now have a data cap!!!

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**Ticket: # 999033 - Data Caps**

**Date:** 5/24/2016 4:47:44 PM

**City/State/Zip:** Clovis, California 93612

**Company Complaining About:** Comcast

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## **Description**

Data caps seek to punish those of us that choose not to have cable in their homes. Whether that is because of price or we just flat out don't want it shouldn't make a difference. Please do away with data caps and help keep the internet open.

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**Ticket: # 999167 - Data caps**

**Date:** 5/24/2016 5:02:55 PM

**City/State/Zip:** Fargo, North Dakota 58103

**Company Complaining About:** Cable One

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## **Description**

Data caps from internet service providers should simply not be allowed. We were forced to double our monthly payment from our ISP because we were going over the data cap set at our package level. Our ISP automatically "upgraded" us to the next package level just so we would have a larger data cap. We now have over twice the bandwidth that we need as well as paying twice as much per month all because of data caps.

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**Ticket: # 999089 - Data Caps**

**Date:** 5/24/2016 4:54:05 PM

**City/State/Zip:** Kingwood, Texas 77346

**Company Complaining About:** Comcast

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## **Description**

Data caps are nothing more than an artificial bottleneck. Setting aside the fact that ISPs already blatantly abuse the system to keep competition out of the marketplace, if we allow them to keep using data caps there is no telling what the next horribly greedy practice they will implement next.

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**Ticket: # 999035 - Recent Data Cap Additions****Date:** 5/24/2016 4:47:58 PM**City/State/Zip:** Madison, Wisconsin 53716**Company Complaining About:** Fivenines

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**Description**

Internet service provider AT&T has recently announced that they will implement data caps on their Uverse internet service. I am rather upset about their decision to limit consumption on their network unless you, as the customer, pay them an extra amount of money for their terrible television service as well. Their service has been unlimited since Uverse was unveiled as an internet service and their customers have continually been pleased with the speeds on the Uverse network. Congestion has also never been a problem for AT&T, at least not publicly, and no other large cable company has stepped up to say that network congestion is their goal in implementing bandwidth caps. If network congestion reduction were their main goal AT&T should raise their rates, and actually invest in their network for once, instead of neglecting a dilapidated network. Consumers who would like to "cut the cord" and use only their internet service to consume media are now being threatened with these data caps all because AT&T can't fathom not making more money off of them. Net Neutrality is supposed to defend the people of this country from greedy corporations like AT&T, but I have yet to see any action take place to defend the consumer. Mergers like Charter and TWC only compound this issue and bring us closer to a monopoly in internet service providers. Consumers need a voice and they need to be treated with more respect than they currently are. Internet connections have historically only been limited on the speed of the connection to the home and it should stay that way until such a time comes that congestion is actually a problem to deal with.

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[Ticket: # 999061 - AT&T data caps](#)

**Date:** 5/24/2016 4:51:54 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** AT&T

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## **Description**

It has recently come to my attention that AT&T is applying data caps to my home Internet, yet taking them away if I also pay for their television service. It's obvious to anyone that Internet television is the way of the future and this is an almost criminal action to try and hold people back in the past. Those that resist change are bound to be left behind. I strongly urge the FCC, using my tax dollars, to regulate Internet companies and stop them from being able to put caps on Internet for their own gains.

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**Ticket: # 999047 - Data Caps****Date:** 5/24/2016 4:50:28 PM**City/State/Zip:** Denver, Colorado 80204**Company Complaining About:** Comcast

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**Description**

Data caps are a solution to a problem that 1) doesn't exist and 2) even if it did data caps do not solve it.

Data caps are supposed to solve network congestion. Now, the first problem is that network congestion isn't really a problem because there are already systems in place that mitigate it when it does happen, and it only happens very rarely anyway. If it is happening, the companies need to be upgrading their infrastructure to handle the volume of service needed, not telling people to pay them and then not use their service. If the power grid is overloaded, you make additions so the grid can handle the load. You don't tell people they can only use electricity for 100 hours a month.

Second, even if the networks were incredibly bogged down, data caps do nothing to solve that. Congestion happens because of too many people using it at the same time. Data caps do not stop too many people from using their connection at the same time, it just makes them use the connection less overall. Everybody is still gonna hop on and use their connection when they get home from work, and then they're gonna run out of data at the end of the month, so you've maybe prevented the problem for the last week of the month but not actually prevented anything the rest of the time.

The only justification for data caps is squeezing customers for money, and that is anti-competitive and anti-consumer.

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[Ticket: # 999063 - Broadband service provider data caps](#)

**Date:** 5/24/2016 4:51:58 PM

**City/State/Zip:** Mobile, Alabama 36606

**Company Complaining About:** AT&T

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## **Description**

I'm writing to complain about AT&T's institution of broadband data caps on their home internet service. Since cancelling television service, I stream the majority of my entertainment options from the internet and this cap will do nothing but increase the price of my service while limiting the usage I receive from my service.

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**Ticket: # 999072 - Broadband Datacaps Are Unnecessary, Anti-competitive, and Absues of Monopolies**

**Date:** 5/24/2016 4:52:45 PM

**City/State/Zip:** Chicago, Illinois 60660

**Company Complaining About:** Mediacom

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## **Description**

My parents currently live in an area where the only viable broadband provider is Mediacom. I will soon be moving to this area and am afraid of the consequences of having Mediacom as my only provider. Mediacom has a monopoly on broadband internet in the area of Northwest Iowa where they live and I will move. As a monopoly, they should not be allowed to force data caps on customers. As a provider of a new-age utility, they should not be allowed to force data caps on customers without valid reasons.

The closest competitor is Centurylink which offers 3 Mbps (which wont qualify as broadband under new guidelines/classifications). Mediacom sees fit to charge a great deal of money to provide internet that comes with data caps. This data cap does nothing other than to provide more money for Mediacom while the consumers have no other choice in the matter.

Bandwidth is roughly the speed at which information flows along the network. Bandwidth can be impacted by a large number of users, but this is why Mediacom charges different rates for different bandwidths. Regardless of bandwidth, data is a near limitless resource that passes through the network and is controlled by the bandwidth speed. Very similar to a water pipe with an unlimited source.

Data caps are flat amounts of data. Data caps have absolutely nothing to do with bandwidth apart from bandwidth is the pipe that gets the data to the consumer. In the unlimited water example, having a data cap means I am only allowed to have a finite amount of the limitless resource. It doesn't prevent me from using all of the available bandwidth if my speed is high enough. It doesn't prevent me from being a good consumer or a bad consumer. All it does is limit the amount of data I am able to receive. From a limitless supply.

With the rise of entertainment (particularly video) being served across the Internet, data caps force users to view Mediacom's offerings more favorably. They don't have to pay extra or be limited in how much TV they can watch, as long as it is provided by Mediacom. But Mediacom can effectively limit how much entertainment can be enjoyed from any other source.

This stifles innovation, stifles competition, and unfairly enriches Mediacom at the expense of a public that only has one choice in ISP, Mediacom. Please take action against Data Caps as the unnecessary money grabs they are.

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**Ticket: # 999079 - Data Caps**

**Date:** 5/24/2016 4:53:25 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Xfinity

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## **Description**

My internet usage should not be limited by an artificial constraint set by my ISP. The best thing about the internet is that it is open, if the FCC gives the ability for companies to cap usage my usage will forever be altered. I shouldn't and don't want to have to think about my data usage for the month. I use the internet freely both for work and pleasure. Whether its streaming shows on netflix or participating in remote meeting for work, I don't think about data caps. If you give companies the ability to cap usage you will greatly reduce the utility that the internet provides on a daily basis to myself and others.

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[Ticket: # 999108 - Data caps with Blue Ridge Communications](#)

**Date:** 5/24/2016 4:56:55 PM

**City/State/Zip:** Stroudsburg, Pennsylvania 18360

**Company Complaining About:** Blue Ridge Communications

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### **Description**

Blue Ridge Communications has started establishing arbitrary data caps due to their monopoly on Cable Internet in the Stroudsburg, PA region. Customers like myself are left with no recourse but to adhere to these data caps or change to another form of internet service (E.g. DSL).

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[Ticket: # 999118 - Data caps are bad.](#)

**Date:** 5/24/2016 4:58:20 PM

**City/State/Zip:** San Jose, California 95112

**Company Complaining About:** Charter

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## **Description**

Imagine you are watching the latest and greatest TV show on your cable box. About halfway through this awesome episode you get a pop-up screen saying you have watched your allowed shows for the month and to pay extra in order to continue watching this show. That is in a nutshell what data caps are doing to people and their internet service.

As more and more people watch and consume the majority of their content online, this is a blatant attempt to extort money from people that only want internet service and not cable packages. Please do meter and cap my internet use. The internet should be a protected right.

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[Ticket: # 999217 - Data caps](#)

**Date:** 5/24/2016 5:06:54 PM

**City/State/Zip:** Bettendorf, Iowa 52722

**Company Complaining About:** Mediacom

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## **Description**

I canceled cable TV years ago. I have no other internet choices besides dsl which is pointless at speeds "up to 1.5 M" download speeds. Data caps are just a way to penalize cord cutters. Stop allowing lobbyists the ability to bribe our law makers. Or allow for competition within the marketplace.

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**Ticket: # 999120 - Data Caps**

**Date:** 5/24/2016 4:58:34 PM

**City/State/Zip:** Salem, Oregon 97301

**Company Complaining About:** Comcast

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## **Description**

My ISP has begun instituting data caps in a clear scam to try and get me to resubscribe to cable. They have no reason to do this besides the fact that it simply offsets the hurt they have been taking by the drop in cable subscribers. They can do this and not worry about the consequences because they know that there is no competition in my area, just like all other areas. Please step in and outlaw data caps on home Internet. What is the use in having high speed Internet if your data is capped? They're holding us back out of greed. Please step in and make sure they can not continue to tighten their already impossibly tight grip on the internet industry.

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**Ticket: # 999121 - Data caps will ruin the open internet**

**Date:** 5/24/2016 4:58:37 PM

**City/State/Zip:** Pontiac, Michigan 48340

**Company Complaining About:** Comcast

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## **Description**

As someone who spends a majority of their time online, for entertainment, for education and for self growth, the idea of data caps on my internet connection that I pay for is insulting. This ludicrous attempt by greedy corporations to take advantage of our legislatures ignorance will set this country back years. Denying access to the internet, limiting its usefulness for no practical reason will cause irreparable damage to our ability to grow as a society.

I urge you at the FCC to stop cooperate greed, and end data caps before they get too far.

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**Ticket: # 999134 - No Data Caps**

**Date:** 5/24/2016 4:59:55 PM

**City/State/Zip:** San Jose, California 95123

**Company Complaining About:** Comcast

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## **Description**

Mr. Wheeler,

Today's infrastructure runs on data. Much like water revolutionized the ancient world by allowing shipping, transport of people, and recreation in the form of play and sports, data is revolutionizing our world one byte at a time. I currently subscribe to Comcast as my internet provider and they are piloting data caps in some of their service areas. Other companies have data caps in place for all of their service areas. With people now consuming more of their entertainment (Netflix, Amazon on Demand Video, Google Play Videos and TV, online video games, facebook, etc), conducting much of their business (online banking, online bill-pay, online investing, filing taxes online), and shopping for everything from electronics to vegetables to fast-food (Amazon Local, Uber Eats, Steet Easy, Walmart Home Delivery) putting a cap on the amount or the speed of the data that people use to live their lives is unfathomable.

Please consider the pervasiveness of the internet and ensure that data caps, speed throttling, and other technologies which limit the ability of our populous to live their lives freely are thoroughly refuted and rejected by the FCC.

Thank you.

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[Ticket: # 999168 - Comcast data caps](#)

**Date:** 5/24/2016 5:03:16 PM

**City/State/Zip:** Cottonwood Heights, Utah 84121

**Company Complaining About:** Comcast

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## **Description**

Data caps by Comcast is anti-consumer and only benefits Comcast. It has been proven several times that there is no technical reason for data caps to exist and only serves to drive profit by limiting internet access for consumers who can only afford internet service. Streaming services like netflix and youtube are the majority of my internet consumption, and these datacaps are ment to punish users who get their entertainment from online services instead of cable television.

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**Ticket: # 999139 - Data Caps are anti-consumer**

**Date:** 5/24/2016 5:00:15 PM

**City/State/Zip:** Whiting, New Jersey 08759

**Company Complaining About:** Comcast

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## **Description**

At&t has implemented data caps which are anti-consumer and completely arbitrary and made up to burden consumers with more unnecessary charges. Our country already has some of the slowest internet at the most exorbitant prices in the developed world.

Since internet providers are pretty much local monopolies that have no need to compete with each other, they are free to nickel and dime their customers without fear of them changing their service providers. Data caps are a way for ISP's to punish users who cut their cable to watch tv over the internet via Netflix, etc.

If something isn't done about this obvious injustice, then America, the country where the internet was primarily developed, will be well on it's way to be the country with the worst internet in the developed world. Please, FCC, stand up to these greedy corporations and put the power back in the consumers hands.

Thank you

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[Ticket: # 999144 - AT&T data caps](#)

**Date:** 5/24/2016 5:00:45 PM

**City/State/Zip:** Cuyahoga Falls, Ohio 44221

**Company Complaining About:** AT&T

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## **Description**

Data caps on internet is the most ridiculous thing i have ever heard.. Complaining to the only people who can do something, but will refuse to due to "self interest"

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**Ticket: # 999211 - DATA USAGE CAPS ON INTERNET SERVICES**

**Date:** 5/24/2016 5:06:13 PM

**City/State/Zip:** Jackson, Mississippi 39216

**Company Complaining About:** Comcast

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**Description**

I buy video games online. These games are often 20, 30, even 50 gigabytes in size - with frequent patches and new content released for games I already own. If a data cap was applied to my internet connection, online video game stores as well as the developers and publishers of those games would lose my service because I would not be able to buy and download more than a few games a month without hitting the data cap.

I fear that if companies like AT&T and Comcast are permitted to impose data caps like this then data caps will come to my service provider as well.

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**Ticket: # 999155 - Data Capping**

**Date:** 5/24/2016 5:02:03 PM

**City/State/Zip:** Braintree, Massachusetts 02184

**Company Complaining About:** Comcast

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## **Description**

Data caps limit consumers, and with internet monopolies in places, it may be impossible to not be forced to live with them. Data caps are also 100% arbitrary and cannot be technically justified.

Instituting data caps does nothing to solve the bandwidth jams because bandwidth jams happen at certain times of day because that's when everybody needs to use the Internet. Telling them they can only use 300 GB a month is useless because everybody is still accessing the Internet at the same time. People aren't going to just not use the Internet when they have to use the Internet. In terms of highways: we have rush hour for a reason, and limiting overall time on the road just means that the times when the roads are almost empty, they'll be even more empty, while rush hour stays just as congested.

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**Ticket: # 999157 - Comcast Data Caps**

**Date:** 5/24/2016 5:02:14 PM

**City/State/Zip:** Fayetteville, Georgia 30215

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am a Comcast customer and I currently have a 300 gb data cap (which is being raised to 1 tb) per month. However, my household has five family members that are all old enough to be using the internet for their day to day needs. With that being said, five people using broadband internet sucks up a lot of data between game updates (around 5gb per update!!), streaming video, and online browser gaming, and general browsing, the data cap gets blown through pretty quickly. We have had to literally unplug the routers in our home in order to make sure we weren't charged overages for the billing cycle. This happened in a summer month when everyone was home. We went without internet for a week and a half, even though we pay for internet!

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**Ticket: # 999163 - Data caps and no options**

**Date:** 5/24/2016 5:02:33 PM

**City/State/Zip:** Frankfort, Indiana 46041

**Company Complaining About:** Comcast

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## **Description**

In our town of 30k we have Comcast and at&t uverse. Both companies are now bringing data caps all over the nation. These data caps are designed to stop online streaming sites such as Netflix and force us into contracts where prices for subpar programming are inflated. Not only does this bother streaming sites but also causes problems with gaming industry as well. An online game may require an update just to play it. If you download the update they can be over 50 gigs which on some plans is 1\6 of your data for the month. This is a gross misuse of power and should not be allowed to continue. The internet should be free and mostly untampered with. I have not had cable for well over 15 years and will never have it. With online alternatives I never have to listen to or deal with nonsense from big cable. I choose the programs service or entertainment that best suits my income family and lifestyle. With cable that freedom is compromised and tread upon with loopholes and big cooperation trickery. These too big to fail companies need reigned in and corrected for their wrong doings.

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**Ticket: # 999170 - ISP Imposition of Data Caps****Date:** 5/24/2016 5:03:24 PM**City/State/Zip:** Pottsville, Pennsylvania 17901**Company Complaining About:** Comcast

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**Description**

Comcast has been rolling out 300 GB data caps on its customers. These data caps are not based in a technical necessity for Comcast to be able to provide internet service. The cost of the bandwidth to Comcast is negligible at best. So, why is Comcast trying to restrict its internet services? I believe Comcast and other ISPs are enforcing these data caps because of cord cutters dropping standard TV service and instead moving to online streaming. The 300gb cap set by Comcast is in the perfect spot to force users of streaming services to pay the overcharge fees without imposing on other users. Comcast and other ISPs of this nature are disrupting the openness of the internet purely so that they can try to milk whatever money they can out of the dying cable television industry. There are uses for large amounts of bandwidth beyond cutting your cord and watching Netflix. Don't allow ISPs to impose such restrictive data caps on their customers.

And, naturally, I can't switch to any other ISP because Comcast is the only provider in the area with reasonable speeds. But, ISP regionally functioning as monopolies can be for another complaint.

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[Ticket: # 999173 - Att](#)

**Date:** 5/24/2016 5:03:35 PM

**City/State/Zip:** Madera, California 93637

**Company Complaining About:** AT&T

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## **Description**

At&t's data caps are a cheap way to get more money out of it's clients.

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[Ticket: # 999178 - Internet data caps](#)

**Date:** 5/24/2016 5:04:21 PM

**City/State/Zip:** Falls Church, Virginia 22046

**Company Complaining About:** Verizon

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## **Description**

Internet data caps which AT&T has started is unfair and sick. These type of limits on internet have been proven to be completely unreasonable. There is no reason for it. This puts us behind as a nation and should be stopped. Please make it illegal for companies to put data caps on internet usage.

Thank you.

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**Ticket: # 999191 - Data Caps, Unacceptable.**

**Date:** 5/24/2016 5:05:04 PM

**City/State/Zip:** Frisco, Texas 75034

**Company Complaining About:** AT&T

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## **Description**

It is time for the FCC to get a spine and regulate these monstrosities ruling our internet companies. The entire rest of the developed world operates with faster and more consistent speeds than we're provided in the US. Most of the problem is due to these companies holding stakes in both internet and digital entertainment medias. They provide services in TV and internet. With people like my family cutting the cord, they stand to lose money to internet users that stream content rather than watch it live. They refuse to lose money from one hand. When we attempt to pull away they strike with an open fist.

This nature is simply a way to pad profit margins and it is completely in-excusable. There is no need for data caps. These companies wasted billions of dollars of taxpayer funding. They neglected their infrastructure and now that usage is picking up. They're fumbling and forcing the load back onto the consumer, who has already paid.

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[Ticket: # 999194 - Data Caps limit my internet access](#)

**Date:** 5/24/2016 5:05:13 PM

**City/State/Zip:** St. Paul, Minnesota 55108

**Company Complaining About:** Verizon Wireless

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## **Description**

Data caps regularly limit what I'm able to do on the internet. While I have a wired connection that (I do not believe) has a data cap. My smartphone connection is limited, making youtube, netflix, hbonow unusable without huge overage charges. File backup and storage to and from my phone is also pretty much unusable.

Now consider my parents, who live in a rural area where their only access to broadband internet is Verizon LTE. Their only other choices are Dial-up (not broadband), Satellite (extremely unreliable) and mobile broadband - which has data caps. As such they are virtually unable to use video streaming or file backup services due to the nature of their high data usage.

Data caps are cutting us off from large chunks of the internet, which as I see it, is in direct opposition to net neutrality and open internet ideals.

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**Ticket: # 999195 - Comcast Data Caps**

**Date:** 5/24/2016 5:05:18 PM

**City/State/Zip:** Lakewood, Colorado 80226

**Company Complaining About:** Comcast

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## **Description**

Comcast has been threatening our account with the impending 'data caps' which will limit our usage to 250gb per month. For us this is beyond ridiculous as we both work in the technology industry from home. This requires us to be online all day, usually in some sort of remote session 8+ hours a day streaming data between the remote host and our property. On top of this we use VoIP for all business calls (google voice, webex, skype, etc). This alone puts us near the data cap in a single month. If we just want to watch a few shows on Netflix, or binge watch them on the weekend, good luck! We won't even be able to download games to our consoles (Playstation 4) because some of those downloads are upwards of 50gigs. 250gb limit is simply ridiculous and was not part of our 2 year contract with comcast as far as I recall reading.

On top of this, there is ZERO competition in this area that provides the speeds necessary to work from home.

I won't get into the fact that data caps are absolutely ridiculous based on the fact they have nothing to do with the ISP (comcast) claiming slow downs on their network. This is purely a money move and I am sure they will be "willing" to charge me some exuberant extra fee per month for unlimited, or charging me something ridiculous like \$15 per 50gigs after the limit. Data caps have no business effecting my hard line to the internet in this day and age. Everyone needs to use the internet for something now, so why are big ISPs being allowed to cripple the internet and steal more money from customers?

Give us a break!

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**Ticket: # 999196 - Internet Data Caps**

**Date:** 5/24/2016 5:05:23 PM

**City/State/Zip:** Gilbert, Arizona 85295

**Company Complaining About:** AT&T

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## **Description**

More and more companies are attempting to impose arbitrary data caps on customers. It makes sense to charge people more if they use more water because water is limited. Data is unlimited, so this makes no sense. This is an obvious attempt to hurt consumers and stop streaming services. By limiting data, customers won't be able to use streaming services such as Netflix when they run out of data. Companies hope to force users to watch cable TV with these data restrictions. Also, companies understand that 4K video will become the normal quality in the following years. This will hurt customers even more as 4K video will make customers run through data even faster. Please stop this anti-consumer practices.

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**Ticket: # 999199 - Data Caps**

**Date:** 5/24/2016 5:05:34 PM

**City/State/Zip:** Sierra Vista, Arizona 85635

**Company Complaining About:** Cox

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## **Description**

I've been with Cox for several years. When we signed up for their internet service there was no mention of data caps. I recently realized that my data is actually capped at 250gb per month, however there has never been a month where we use less than 450. While Cox has yet to do anything about this, I'm afraid at some point they could hit us with overage charges, or cut off our internet after hitting that cap.

Data caps are unnecessary. Frankly it's embarrassing to live in a first world nation that has slower internet services than some third world nations.

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**Ticket: # 999205 - Internet Data Usage Cap**

**Date:** 5/24/2016 5:05:47 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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## **Description**

Comcast enjoys an effective monopoly on high speed internet service in much of the Atlanta, Ga area. They have imposed a data usage cap on my internet service and charge me extra for going over the cap each month. I feel the caps and overage fees are methods of punishing consumers for utilizing streaming services such as Netflix as an alternative to cable television. Though I pay a monthly fee for internet (which increases annually), I am forced to pay extra to use the internet to stream services that Comcast views as competitors to their cable television. This is in violation of the spirit and letter of a "free" and "neutral" internet. I would like to see the data caps and their related overage fees removed.

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[Ticket: # 999208 - AT&T Data Caps](#)

**Date:** 5/24/2016 5:05:56 PM

**City/State/Zip:** San Diego, California 92130

**Company Complaining About:** AT&T

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## **Description**

AT&T recently implemented data caps for on DSL subscribers. Internet access is an absolute necessity in today's world and must be viewed as a necessary commodity for those who need it. The major telecoms have taken subsidies from congress for years with the promise of increasing access and speeds for consumers. This has not happened and now AT&T seeks more money for substandard service. This practice must be reigned in by the FCC.

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**Ticket: # 999212 - Internet Caps**

**Date:** 5/24/2016 5:06:15 PM

**City/State/Zip:** Overland Park, Kansas 66202

**Company Complaining About:** Time Warner

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## **Description**

I buy computer games online. These games are often 20, 30, even 50 gigabytes in size - with frequent patches and new content released for games I already own. If a data cap was applied to my internet connection, online video game stores as well as the developers and publishers of those games would lose my service because I would not be able to buy and download more than a few games a month without hitting the data cap.

I fear that if companies like AT&T and Comcast are permitted to impose data caps like this then data caps will come to my service provider as well.

Thanks,

(b) (6)

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[Ticket: # 999245 - Data caps are not okay](#)

**Date:** 5/24/2016 5:10:17 PM

**City/State/Zip:** Los Angeles, California 90035

**Company Complaining About:** Windstream Communications

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## **Description**

Please consider restricting data caps by ISPs. This practice heavily affects my ability to access information and learn from online sources. I should not have a limit on my ability to learn and access to a public good just so a few can profit. This disrupts the equal opportunity balance in the United States and I heavily disagree with the practice. Please help support the people and get rid of data caps.

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[Ticket: # 999411 - AT&T instituting data caps](#)

**Date:** 5/24/2016 5:27:48 PM

**City/State/Zip:** Berkeley, California 94710

**Company Complaining About:** AT&T

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## **Description**

Gross monthly data caps are 100% arbitrary and not justified by technical limitations on providing internet service. This should not be allowed in monopolistic situations. I should not be forced to pay additional fees per month in order to pay for something that takes zero labor or equipment to provide.

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**Ticket: # 999276 - ISPs instituting data caps**

**Date:** 5/24/2016 5:13:24 PM

**City/State/Zip:** Premium, Kentucky 41845

**Company Complaining About:** Tvs Cable

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## **Description**

Data caps being placed by ISPs is absurd. It is a way to circumvent net neutrality laws by directly targeting streaming services, such as Netflix and Hulu. Netflix consumes nearly 3 gb of data per hour, and assuming 2 hours of using the service per evening, a data cap of 300 gb would be exceeded within 2 weeks. This does not take in to account computer system updates, online gaming, music streaming, social media, emails, and other usage by your typical internet user.

Data caps should not exist, as it is a blatant cash grab by Internet providers.

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**Ticket: # 999252 - Data caps**

**Date:** 5/24/2016 5:11:02 PM

**City/State/Zip:** Lisle, Illinois 60532

**Company Complaining About:** AT&T

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## **Description**

I am filing a complaint against AT&T's implementation of data caps on Internet plans. As of today, my 45mbps plan has been placed under the vices of a 600GB per month cap. To put it into perspective, AT&T is telling me that I only get roughly 4% of the time in a month that I am allowed to utilize the connection that I pay for, and presenting the false inference that "data" is anything but an infinite resource.

They claim this cap is a measure to help relieve line connection, but a basic understanding of the difference between "data" and "bandwidth" affords one the knowledge that placing caps on data will do nothing to relieve what is actually a bandwidth issue.

They offer to remove this cap with either a flat \$30 per month increase, or with the addition of a television package, meaning this cap is only for internet-only customers. With the primary source of data usage being streamed video or music content, this can only be seen as an anti-competitive measure imposed on those who seek other methods of television consumption.

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**Ticket: # 999263 - Data Caps - AT&T**

**Date:** 5/24/2016 5:11:53 PM

**City/State/Zip:** Marina, California 93933

**Company Complaining About:** AT&T

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## **Description**

I was recently notified that my data caps were being raised, which is of course misleading since they were not enforced previously. I am now having to limit my TV streaming at home for fear of hitting these caps. I already pay more for my internet because I did not get the package that includes TV, and now they want me to limit my usage? This is not reasonable in this day and age, where internet has become a requirement, and is now a real alternative to the TV monopolies that existed before. This is why we need internet providers treated as utilities.

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**Ticket: # 999279 - AT&T's Data Caps Should be Illegal**

**Date:** 5/24/2016 5:13:35 PM

**City/State/Zip:** Columbus, Ohio 43230

**Company Complaining About:** AT&T

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## **Description**

AT&T's data caps are utterly ridiculous and hurt me as a customer. I am being penalized for no reason because I want to go to an internet only format. They are punishing me, the customer, with their abusive tactics and rates. I am allotted 600GB per month, which is nothing for my household that strictly uses internet, Hulu and Netflix for our entertainment. I will most likely be forced to pay them \$30 extra per month due to this abusive decision by AT&T.

The FCC must step in and stop this. AT&T is a monopoly in many areas and they are taking advantage of the consumer. Much like how it was with other utilities, internet is NOW a utility. We need it just as we needed lights and plumbing. We need to get out of the old world and move into the new world of reality. AT&T are abusers and don't have what's best in mind for their consumer, only their investor. Please stop them from this racketeering.

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**Ticket: # 999284 - Internet Data Caps are the work of satan**

**Date:** 5/24/2016 5:14:00 PM

**City/State/Zip:** Shreveport, Louisiana 71118

**Company Complaining About:** Comcast

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## **Description**

3038 Hayes Dr shreveport la 71118

I have been trying to cut down my cable bill for over a year. Comcast recently enacted data caps at 300 gb which for me and my family is not enough. I go over that and have to pay extra every month. I want to cut cable tv out completely but if I do that it only saves me 10 bucks a month because of the internet speeds I need for what I use my internet for. Netflix, gaming, study, work, you name it everything is done on the internet. I dont even watch tv but if I dont have it i lose the package deal i have. Its absurd. What year are we living in? Comcast is a terrible company with a monopoly on high end internet speeds in my city. I cannot wait for the day where google fiber comes in and puts them out of business.

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**Ticket: # 999286 - Data Caps**

**Date:** 5/24/2016 5:14:02 PM

**City/State/Zip:** Culver City, California 90232

**Company Complaining About:** AT&T

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## **Description**

As I'm sure you know, AT&T is now enforcing data caps on their ISP traffic.

Why are you allowing almost every major ISP to enforce data caps? It not only goes against the intent of Title 2, but it stifles innovation and keeps people from truly pushing the envelope when it comes to web applications. Data caps do not help manage congestion, they only suck more money out of consumers to give to these behemoth companies who don't need it.

Stand up to these ISPs. If we can't have real ISP competition, the FCC is the only thing protecting us all from the capitalistic impulses that hold us back as a nation.

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[Ticket: # 999366 - AT&T data caps](#)

**Date:** 5/24/2016 5:21:31 PM

**City/State/Zip:** San Mateo, California 94403

**Company Complaining About:** AT&T

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## **Description**

AT&T has started enforcing data caps for local broadband users. In an industry with very little competition and a high degree of customer dissatisfaction, I find \*any\* steps that limit my use of the product bad.

Please, either regulate this industry, or empower more competition.

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**Ticket: # 999306 - Data Cap added to account**

**Date:** 5/24/2016 5:16:14 PM

**City/State/Zip:** Chicago, Illinois 60625

**Company Complaining About:** AT&T

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## **Description**

AT&T U-Verse account has been marginal service wise for last three years since we moved into our home, but no other options beyond ComCast which was worse service wise.

We just received a small post card notifying us they are "upgrading" our data cap, but for an additional \$30/month we can remain unlimited.

Please do the job for which your agency was formed and reign in this obvious money grab.

We as consumers have paid for an infrastructure we do not have, to suffer with the mediocre option that is copper/DSL is bad, to be price gouged for using it is insulting.

If there was competition in our market this would not be happening, please see regions with Google fiber or municipal ISP's.

Thank you,

(b) (6)

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**Ticket: # 999368 - Data Caps**

**Date:** 5/24/2016 5:21:39 PM

**City/State/Zip:** St. Louis, Missouri 63126

**Company Complaining About:** AT&T

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## **Description**

Recently our ISP has imposed a data cap upon it's customers Wi-Fi usage. We are already dependent on the Internet enough, preventing us from using it is madness, especially if we are paying hefty amounts of money for it. Sometimes we have to use data without our permission, such as forced updates in Windows. Caps like these make our daily lives more stressful and difficult.

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[Ticket: # 999310 - Data caps](#)

**Date:** 5/24/2016 5:16:34 PM

**City/State/Zip:** Baltimore, Maryland 21206

**Company Complaining About:** Comcast

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## **Description**

Comcast and other ISPs implementation of data caps flies in the face of net neutrality and what I and many other Americans believe is a basic right to information that is not colored by the eyes of the delivery system's inherent flaws.

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**Ticket: # 999322 - A&TT Data Caps**

**Date:** 5/24/2016 5:17:50 PM

**City/State/Zip:** Stillwater, Oklahoma 74075

**Company Complaining About:** AT&T

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**Description**

Hello,

Today, AT&T began enforcing data caps for my internet service. I have never had any kind of (enforced) cap before this, and they are the only internet provider that services my address.

My cap is supposedly 600GB per month, but if you do the math at my "best" connection speed.

$600 \text{ GB} / 24 \text{ Mbit} / \text{second} = 2 \text{ days, } 7 \text{ hours, } 33 \text{ minutes, } 20 \text{ seconds.}$

That is only 7.46 percent of the time in one month.

This is a blatant attempt at AT&T trying to get more money out of me and my fellow consumers for using the service that we already overpay for.

I am willing to bet that AT&T will soon launch a streaming video service that will be magically "exempt" from the data cap.

Thank you for reading my complaint.

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**Ticket: # 999323 - Data Caps**

**Date:** 5/24/2016 5:17:51 PM

**City/State/Zip:** San Francisco, California 92130

**Company Complaining About:** Comcast

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## **Description**

My understanding for data caps on behalf of the ISP is that the cost of data transfer is practically fixed. As opposed to mobile data, where channels are limited, and scarcity requires proper limitations to be imposed, data caps for wired connections serve to cover any additional costs.

The move on ISP's behalf to impose data caps clearly has nothing to do with the recent increase in internet usage, but rather as a way of recouping lost revenue to streaming services, as almost every ISP is also a cable provider. The caps will either make streaming so expensive as to keep cable relevant, or simply make streaming expensive enough to cover the lost revenue from the death of cable. Either way, the consumer loses for no real cost to the provider.

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**Ticket: # 1587673 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:58:53 PM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 999347 - Data caps**

**Date:** 5/24/2016 5:19:50 PM

**City/State/Zip:** St Petersburg, Florida 33709

**Company Complaining About:** Frontier Communications

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## **Description**

Please do something to stop isps from instituting data caps on data. We all know this is just them trying to punish cord cutters, but I don't want to pay for services I won't use! I don't watch TV and don't have the means for an extra \$30 to just disappear from my monthly budget. I'm a student, living on a part time job as a mechanic and student loans, I don't have the ability to get another job and stay in school, that \$30 seems like so little, but for me that's a tank of badly needed gas, or an oil change or 3 days worth of food, or a water bill or myriad other things that are critical to making sure I can survive. I have to have internet, school requires it and our books, assignments, and submission boxes are all online, I can't afford to finance a national telecom's greed for services I don't want, need, or use.

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**Ticket: # 999350 - Data Caps**

**Date:** 5/24/2016 5:20:11 PM

**City/State/Zip:** Columbus, Mississippi 39701

**Company Complaining About:** AT&T

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## **Description**

<http://unbreak-it.com/2014/08/data-cap-problem/>

This article sums up my argument precisely about data caps. Data caps reduce my bandwidth rate I am paying to less than 1% of our agreed upon data speed when you factor the data cap versus the time of a month. It's a money grab for zero effort on the ISP part.

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**Ticket: # 999464 - Data Caps**

**Date:** 5/24/2016 5:38:48 PM

**City/State/Zip:** Rogersville, Tennessee 37857

**Company Complaining About:** Verizon Wireless

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## **Description**

AN IMPORTANT NOTE: I'm not on a mobile connection. I am subscribed to Verizon HomeFusion Home Broadband.

Data caps from my current ISP are greatly slowing the process of starting my business. I pay \$90 USD monthly for a puny 20GB of data. I regularly go very close to my data cap and have to basically put everything on hold till the billing cycle restarts for fear of overage charges of \$10USD per GB I go over my cap.

In respects to starting my Business: I use a lot of online maps and other online only utilities for Wireless Link Simulations for my WISP(Wireless Internet Service Provider) startup and this eats a LOT of data. I have to do all other research via text tutorials(which is exceedingly difficult to find today) because, as I get really close to my cap already, youtube(or other services) would end up costing me a fortune at \$10USD per GB.

I am unable to subscribe to services such as Netflix, Roku, or Hulu and am unable to even own a current gen Gaming Console because of data caps. Destiny, one such current gen game, uses up to 1 GB per HOUR of gameplay. This hurts not only individuals but the companies selling the consoles, games, and online services.

To summarize: Starting a business is slow because of a lack of ISP competition, Data caps, and over priced service from providers that do what they want to do because the average individual is intentionally left in the dark and forced to buy inadequate service that doesn't improve until someone comes in to Compete. Then magically are able to offer Gb service for less than what they charged for lesser speed.

Also LATA(Local access and transport area) boundaries are a HUGE obstacle for my WISP startup. I live at the far end of one such area with services coming from the opposite side and as a result I am having issues finding Direct Internet Access to get my startup off the ground. Any quotes I receive are greatly overpriced (50Mb symmetrical via copper for 1100USD monthly) or require me to engineer long distance wireless links(40 miles or more) which are really expensive.

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**Ticket: # 999370 - Data caps**

**Date:** 5/24/2016 5:22:11 PM

**City/State/Zip:** Valdosta, Georgia 31602

**Company Complaining About:** Mediacom

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## **Description**

I am unhappy with Mediacom data caps. Capping is totally unnecessary. The internet will not run out of data, the only reason these caps exist is to discourage everyone from using at once, which is pointless because users with caps will still use the internet at peak times. If the real problem is bandwidth then the company should update their equipment, not impose unnecessary caps on consumers.

Data caps discourage my spending as well. I like to steam paid services and game online, but with a cap, once I'm out of data, I can't use the services I already paid for, unless I pay more money for worse service (throttling).

I urge you to eliminate data caps across all ISPs.

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**Ticket: # 999404 - Data caps**

**Date:** 5/24/2016 5:26:48 PM

**City/State/Zip:** Dover, Pennsylvania 17315

**Company Complaining About:** Hughes Net

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## **Description**

I want to file a complaint because data caps are negatively affecting my life. I currently subscribe to Hughesnet. I have a 10 gig/month limit which it's basically enough for my family to check email and look at some pictures. Streaming video (Netflix or Hulu) is totally out of the question as I could blow through that amount of data in a few days. As a person who lives in one of the richest countries in the world it is pretty ridiculous that this is an issue anywhere in the country. I would subscribe to a cable service but none are currently available in my area. However from what I read many cable services are starting to implement data caps as well. With the way technology is advancing (4k streaming and HDR streaming, these caps will soon seem as limiting as the one I currently have.

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[Ticket: # 999410 - Data Caps net neutrality](#)

**Date:** 5/24/2016 5:27:48 PM

**City/State/Zip:** San Luis Obispo, California 93401

**Company Complaining About:** AT&T

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## Description

Please do not allow special interests to profit on the back of our children. Data Caps and throttling are/will inhibit the flow of information across the net.

Please safeguard our future.

Cordially Yours,

(b) (6)

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**Ticket: # 999420 - Data Caps are Not Okay**

**Date:** 5/24/2016 5:29:57 PM

**City/State/Zip:** Elgin, Illinois 60123

**Company Complaining About:** AT&T

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## **Description**

Data caps actively hurt internet users in this country to the benefit of larger corporations. There are no benefits for the consumer. Data caps directly affect my ability to work from home - providing an undue burden upon myself for no reason other than to extort more money from my own pocket - and impact my ability to use the internet for hobbies and entertainment - again, not for some logical reason, but to increase the bottom line for telecommunication companies and no one else.

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**Ticket: # 999421 - Data Caps**

**Date:** 5/24/2016 5:29:59 PM

**City/State/Zip:** Dunwoody, Georgia 30346

**Company Complaining About:** Comcast

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## **Description**

Data caps are ridiculous. It seems like just another way to limit competition. Streaming Netflix will eat up my data limit, but watching TV On Demand doesn't? Makes it hard to choose Netflix if I'll be charged for data overages.

And we know that these limits are arbitrary. They aren't limiting bandwidth at "peak" usage times or anything, so we know it's not about "overloading" the network. It's just another way to squeeze money and limit the consumer.

It's also done primarily in areas where there is little or no other ISP competition. It's almost like the big companies have divided up the map so they can have their own local monopoly. I hope Google Fiber gets to my area soon.

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**Ticket: # 999436 - Cable network data caps are an anti-competitive practice with no technical basis**

**Date:** 5/24/2016 5:32:14 PM

**City/State/Zip:** Somerville, Massachusetts 02145

**Company Complaining About:** Comcast

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## **Description**

The recent move by Comcast and other providers towards data caps is a clear anti-competitive cash grab. There is no technical basis for data caps as a means to reduce congestion, and due to the nature of implementation they disproportionately affect industries that directly compete with the cable industry (namely television and movie streaming services). Limiting total data usage also harms services that do not affect network capacity or peak usage, such as online data backup.

The argument for data caps is that they reduce network congestion, which is why the companies "must" charge more for users to continue having uncapped service on the same network. However, studies do not show that implementing data caps actually reduces peak usage, which is the primary issue for network congestion. A more reasonable and effective method of dealing with this issue would be peak-hour rate-limiting and prioritization, which would actually allow the company to serve more users at higher overall speeds using the same infrastructure.

Moreover, most users (like myself) have no other options due to the monopolistic nature of the cable industry in most markets. I cannot take my business elsewhere if such caps are implemented by Comcast in our area, so I will simply be required to pay 40% more to maintain the same service I have had for years.

I urge you and the rest of the FCC to look into this issue more closely and to prevent this anti-competitive practice, to make sure that the US stays a world leader in tech and innovation.

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[Ticket: # 999455 - internet providers and data caps](#)

**Date:** 5/24/2016 5:37:45 PM

**City/State/Zip:** Pacific Grove, California 93950

**Company Complaining About:** AT&T

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## **Description**

Internet service providers like comcast and at&t are beginning to enforce data caps for users. This is ridiculous. They should not be allowed to do that. In this growing information age, thr amount of information that i and everybody else receives and send to every other person grows and will continue to grow. The concept of data cap is backwards and has no place for this society. They are simply legal theft to take users' money.

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**Ticket: # 999445 - Data Caps**

**Date:** 5/24/2016 5:33:55 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** AT&T

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## **Description**

To Whom it my Concern,

AT&T has recently started imposing data caps on my internet usage. They let me know that if I "choose to bundle your U-verse Internet with DIRECTV® or U-verse TV you will be provided an unlimited Internet data allowance with a \$30 value at no additional charge, as a benefit of bundling."

This seems like an unfair practice; penalizing customers for not buying AT&T's TV package. I purchase individual TV services (Netflix, HBO, Amazon, etc) that I prefer to a cable package. These services of course rely on the same internet connection that AT&T is trying to limit/cap for me. This seems like a conflict of interest to put these type of limitations on customers that chose to go alternate routes for their TV programming.

Thank you for your time

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**Ticket: # 999462 - Internet Usage Caps**

**Date:** 5/24/2016 5:38:22 PM

**City/State/Zip:** Marina Del Rey, California 90292

**Company Complaining About:** AT&T

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## **Description**

I am writing to complain about the worrying emergence of data usage caps being implemented by many of the nation's largest internet service providers.

Having recently relocated to the United States after previously residing in a handful of western European cities I am astonished by the absurd control these providers wield over the consumer base here. Many countries that once had data caps have since moved to cease them yet the United States continues to be at the mercy of lawyers spinning the term "free-market". Data caps such as the one recently introduced by AT&T are nothing but anti-consumer business practices. There is a clear and obvious need to break up these so-called "natural monopolies," and push toward a move to municipal broadband.

With the upcoming boom of internet-connected appliances in the home and the clear move toward streaming for all television content it seems ridiculous to start putting a wholly unnecessary tight belt around consumers. Especially when the caps are based off nothing more than pure greed and desperation of the ISPs.

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**Ticket: # 999603 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 6:13:46 PM

**City/State/Zip:** Saint Helens, Oregon 97051

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 999512 - Net Neutrality**

**Date:** 5/24/2016 5:48:54 PM

**City/State/Zip:** New Hope, Pennsylvania 18938

**Company Complaining About:** Comcast

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## **Description**

The current unfair, anti-consumer business practices in the broadband industry are down to government-approved regional monopolies. This needs to be put to a stop for the good of the American people.

Companies such as AT&T, Comcast, Time Warner Cable and Verizon have, over time, agreed upon monopolizing their own regions in order to maximize their profits at the expense of the consumer by providing a sub-par quality of service. Government officials are lobbied (legally bribed) to ensure that these anti-consumer regional monopolies can continue to exist.

Whereas, companies such as Google are attempting to advance the quality of service in the broadband industry within the United States by building new infrastructure and providing a low-cost, high quality service. However, the existing monopolies are doing everything they can to slow progression by; introducing and maintaining anti-consumer monopoly laws through their lobbying (bribing) efforts; intentionally running their business at a loss in areas where startup companies are attempting to enter the market in order to quash competition; and lowering their quality of service whilst still increasing prices.

AT&T have started to implement data caps and increase prices, whilst in the same timescale other countries have; built and improved their infrastructure to the point where they have no data caps; increased their speed to double that of the average American broadband connection; maintained a low-cost to their service whilst continuing to improve it.

Competition promotes growth within an industry. Without competition, companies will continue to allow the quality of service they provide to degrade whilst raising prices to maximize their profits. It is the responsibility of this commission to ensure that the American people are given a fair deal and that shady, anti-consumer business practices be ceased.

An oversight committee must be established, with the sole objective of improving the quality of American broadband services. The first step towards that will be abolishing monopolies, introducing competition-friendly laws and fostering a competitive culture within the industry.

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**Ticket: # 999529 - AT&T broadband data caps**

**Date:** 5/24/2016 5:53:13 PM

**City/State/Zip:** Van Nuys, California 91405

**Company Complaining About:** AT&T

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## **Description**

To whom it may concern,

AT&T has started enforcing their data caps today, and quite frankly this is untenable for me. For one, AT&T has no appreciable competition in my area, unless Google fiber descends from the aether. And without another ISP to go to, these data caps will be detrimental to my livelihood. I'm already dealing with an appallingly slow connection, about 5-6 times slower than the advertised speed, AND this is on top of having a brother who is constantly downloading gigabytes of data for his games, a mother who streams, and a sister who always has a tab open to Youtube. What's more, both my brother and I are college students, which means we need to transfer assignments and connect to web-portals, and with the multimedia demands placed on us by our chosen majors, this could mean hundreds of gigabytes being transferred per month. This is before taking into account that I am a photographer, and with hundreds of RAW files that might need to be transferred to cloud storage and back again, and we're already looking to double, even triple that number. And AT&T is already ripping me off in the first place!

Could you by chance open the local nodes to an ISP without data caps, please? I'm willing to pay for a quality product, but with the corporate lobbies at play, I have no one to turn to in the face of an effective monopoly.

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**Ticket: # 999591 - Broadband internet data caps.**

**Date:** 5/24/2016 6:09:52 PM

**City/State/Zip:** Lansing, Michigan 48917

**Company Complaining About:** Comcast

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## **Description**

I would like to lodge a complaint against my broadband ISP, Comcast. Comcast has added a cap, of 200gb to my internet service. This practice is ridiculous. Data is not a finite resource, that has to be rationed. The limiting factor has only to do with bandwidth. In the end, putting a cap on my data allowance, has little effect on the bandwidth I use.

Comcast is punishing its customers that use video services, such as Netflix or Hulu. By putting limits on my data, Comcast is trying to force me to subscribe to their own cable television service. There no other excuse, than Comcast trying their very best to crush competition.

In the end, data caps are 100% arbitrary and cannot be technically justified. Comcast is attacking its own customers, to keep them as customers. How does that make sense?

Thank you for your time, and have a good day.

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**Ticket: # 1587637 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:41:41 PM

**City/State/Zip:** Metamora, Indiana 47030

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587964 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:48:41 PM

**City/State/Zip:** Corona Del Mar, California 92625

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 999624 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/24/2016 6:18:10 PM

**City/State/Zip:** New York, New York 10031

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 999627 - AT&T Data Caps**

**Date:** 5/24/2016 6:18:55 PM

**City/State/Zip:** Germantown, Tennessee 38139

**Company Complaining About:** AT&T

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## **Description**

I'm very concerned about the data caps that AT&T has just instituted in my area. At this point, internet access is essentially a utility for me and my family in that we rely on it for work, education, and recreation. Unfortunately all of our limited choices are able to get away with providing less service for higher prices and continuing anti consumer practices like this. Just because they can and we have no other choices.

AT&T is offering to waive these data caps and extra fees if we subscribe to their TV service. So network packets cost a different amount depending on if they are being used for their TV service or a competitor's. This seems to be a violation of network neutrality. Exploiting an oligopoly on internet service to pressure their way into TV seems like a violation of antitrust laws also.

In the end I think the only way AT&T will be forced to compete is to open up the infrastructure to competitors. Internet is really on the same level now as electricity, gas, and water and should be regulated the same way (as a utility) to prevent corporations from exploiting captured customers.

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**Ticket: # 1587760 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:43:18 PM

**City/State/Zip:** Brooklin, Maine 04616

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587839 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:25:01 PM

**City/State/Zip:** Santa Rosa, California 95403

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 999742 - AT&T Enforcing Data Caps on Internet Unfairly**

**Date:** 5/24/2016 6:53:45 PM

**City/State/Zip:** New Albany, Ohio 43054

**Company Complaining About:** AT&T

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## **Description**

AT&T began enforcing data caps today for all internet only users wherein they will charge you if you go over their data allotment. They do not enforce data caps for users with cable tv or direct tv. I believe this is against net neutrality, unfairly treating internet only consumers, and I do NOT have a choice with whom I get my internet from, ONLY AT&T is available. Additionally I am complaining because they WILL NOT SHOW ME MY USAGE, even though they will charge me for the usage if I go over their cap. That is unfair to consumers. If they are charging extra for the over usage, then they must show consumers how much data they are using.

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**Ticket: # 999797 - Data Caps**

**Date:** 5/24/2016 7:19:19 PM

**City/State/Zip:** El Paso, Texas 79924

**Company Complaining About:** AT&T

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## **Description**

With the recent implementation of data caps by several ISPs it is my belief that the principals of net neutrality are being violated. With these new restrictions ISPs such as AT&T are seeking to do nothing more than to unreasonably interfere with internet usage for so called "cord-cutters". ISPs are holding internet usage hostage and ransoming it back with subscriptions to cable packages. Data caps on internet usage serve no purpose but to stifle innovation, and punish the average internet user for seeking out competing content providers. The FCC needs to take a stand against this blatant attempt to subvert the FCC's open internet mandate, and ensure that net neutrality remains a priority.

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**Ticket: # 1022568 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 12:20:07 PM

**City/State/Zip:** Birnamwood, Wisconsin 54414

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 999852 - Data Caps and Too Expensive**

**Date:** 5/24/2016 7:41:43 PM

**City/State/Zip:** Central, South Carolina 29630

**Company Complaining About:** AT&T

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## **Description**

The data caps AT&T just initiated are a greedy, anti-consumer business tactic designed to nickel & dime American citizens to increase their profits. There is no competition in my area so I'm paying an absurdly high cost for an 18 mbps down / <1 mbps up connection. Where as other countries have upgraded their infrastructure and lowered prices for consumers while increasing connection speeds, here in the United States we are trailing way behind.

I would like to see stricter regulations on ISPs in America. Stop the monopolies and allow competition. The government shouldn't be lobbied (bribed) by these corporations for total control.

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**Ticket: # 999859 - Comcast Datacap 350GB infringing rights to freedom of information.**

**Date:** 5/24/2016 7:44:58 PM

**City/State/Zip:** Tucson, Arizona 85742

**Company Complaining About:** Comcast

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## **Description**

Multi-computer family- Spouse occasionally works from home. Child brings home a required device from school to get on the internet. We both do online college courses, which require watching video and other recordings. Most of our work/study/school or other time is spent on the internet. We have 4 computers that update, a TV that updates, gaming systems and cell phones that all use the internet to update. Updates we cannot control that use our Data usage that adds to the cap. Keep in mind if we want to use entertainment it requires a portion of that cap. one video game, 60 MB, some games have updates that you cannot play without, cap used. DRM on new games - Cap used. Comcast also doesn't have that great of entertainment for cost. Most shows are only available for short periods of time, then you have to purchase them after already paying for cable. Other options provide better entertainment choices, but Comcast charges you for using those services over their internet.

Overall the data cap is a horrendous idea. 350MB is too low in this age of technology.

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[Ticket: # 999869 - AT&T Data Caps](#)

**Date:** 5/24/2016 7:49:28 PM

**City/State/Zip:** Grand Prairie, Texas 75052

**Company Complaining About:** AT&T

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## **Description**

AT&T is using their near monopoly position to institute data caps on internet service. Technologically there's no need for these caps, an increase in data usage doesn't increase costs for AT&T. Without sufficient competitors in many markets we rely on the FCC to help protect consumers.

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**Ticket: # 999905 - ISP Monopolies and Broadband Caps**

**Date:** 5/24/2016 8:02:14 PM

**City/State/Zip:** La Verne, California 91750

**Company Complaining About:** Time Warner

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## **Description**

I'm growing increasingly concerned about the advent of data caps for domestic high speed Internet. The willingness of cable and fiber companies to seek agreements with local municipalities to establish Monopolies, restrict competition, and outlaw the formation of municipal broadband networks seems to me to be one of the greatest existing threats to the future prosperity of America. We are not going to thrive and improve as a nation if we do not allow an open market for improvised and high quality internet services such as new Fiber services like Google Fiber. We need open, affordable, fast fiber internet services, that will not come with data caps. I would appreciate seeing the FCC take strong actions to restrict the anti-competitive behavior of ISPs and to open the market for a greater proliferation of municipal owned services in this realm.

Best Regards,

(b) (6)

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**Ticket: # 999921 - Data caps**

**Date:** 5/24/2016 8:13:04 PM

**City/State/Zip:** Nashville, Tennessee 37214

**Company Complaining About:** Comcast

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## **Description**

I am extremely upset with the data caps put in place by xfinity/comcast. I use my playstation and 2 I pads, it is ridiculous that I continually use my limit each month. With the way the world is becoming more connected wirelessly this data cap issue needs to be taken care of before it gets extremely out of hand

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**Ticket: # 1587841 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:25:18 PM

**City/State/Zip:** Mount Prospect, Illinois 60056

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 999985 - Internet Caps](#)

**Date:** 5/24/2016 8:42:59 PM

**City/State/Zip:** Thousand Oaks, California 91360

**Company Complaining About:** AT&T

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## **Description**

The fact that ATT has started to implement data caps on their home internet is absurd. I'm additionally disgusted by their willingness to have unlimited internet if you are additionally a DirectTV customer. This is an obvious effort by them to gouge money out of customers. Please do something about this.

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**Ticket: # 999987 - Anti-consumer policies in the Broadband Industry**

**Date:** 5/24/2016 8:44:50 PM

**City/State/Zip:** Fort Worthq, Texas 76244

**Company Complaining About:** Verizon Wireless

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## **Description**

The current unfair, anti-consumer business practices in the broadband industry are down to government-approved regional monopolies. This needs to be put to a stop for the good of the American people.

Companies such as AT&T, Comcast, Time Warner Cable and Verizon have, over time, agreed upon monopolizing their own regions in order to maximize their profits at the expense of the consumer by providing a sub-par quality of service. Government officials are lobbied (legally bribed) to ensure that these anti-consumer regional monopolies can continue to exist.

Whereas, companies such as Google are attempting to advance the quality of service in the broadband industry within the United States by building new infrastructure and providing a low-cost, high quality service. However, the existing monopolies are doing everything they can to slow progression by; introducing and maintaining anti-consumer monopoly laws through their lobbying (bribing) efforts; intentionally running their business at a loss in areas where startup companies are attempting to enter the market in order to quash competition; and lowering their quality of service whilst still increasing prices.

AT&T have started to implement data caps and increase prices, whilst in the same timescale other countries have; built and improved their infrastructure to the point where they have no data caps; increased their speed to double that of the average American broadband connection; maintained a low-cost to their service whilst continuing to improve it.

Competition promotes growth within an industry. Without competition, companies will continue to allow the quality of service they provide to degrade whilst raising prices to maximize their profits. It is the responsibility of this commission to ensure that the American people are given a fair deal and that shady, anti-consumer business practices be ceased.

An oversight committee must be established, with the sole objective of improving the quality of American broadband services. The first step towards that will be abolishing monopolies, introducing competition-friendly laws and fostering a competitive culture within the industry.

Thank you for your time. Me and millions of other Americans are concerned for the future of our Internet.

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**Ticket: # 1587871 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:39:27 PM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587973 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:52:47 PM

**City/State/Zip:** Kings Park, New York 11754

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582925 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:05:27 PM

**City/State/Zip:** King Of Prussia, Pennsylvania 19406

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587872 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:39:58 PM

**City/State/Zip:** Jackson, Michigan 49201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1587874 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:42:22 PM

**City/State/Zip:** Harvard, Illinois 60033

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587880 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:46:28 PM

**City/State/Zip:** Cornelius, North Carolina 28031

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587898 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:55:19 PM

**City/State/Zip:** Everett, Washington 98208

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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(b) (6)

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**Ticket: # 1587899 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:55:43 PM

**City/State/Zip:** Princeton, Kentucky 42445

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1587900 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:56:35 PM

**City/State/Zip:** Atlanta, Georgia 30328

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587901 - Protect Net Neutrality!**

**Date:** 4/25/2017 9:56:50 PM

**City/State/Zip:** Port Orford, Oregon 97465

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1587903 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:00:08 PM

**City/State/Zip:** San Jose, California 95126

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588066 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:14:24 AM

**City/State/Zip:** San Francisco, California 94102

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587915 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:14:12 PM

**City/State/Zip:** Columbia, Missouri 65202

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them, unless you're ready to give up your internet equality too.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587922 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:17:27 PM

**City/State/Zip:** Los Angeles, California 90077

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587955 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:43:41 PM

**City/State/Zip:** Columbus, Ohio 43230

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587972 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:52:20 PM

**City/State/Zip:** Los Angeles, California 90035

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587974 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:53:33 PM

**City/State/Zip:** Loveland, Colorado 80537

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588057 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:02:50 AM

**City/State/Zip:** Mesa, Arizona 85202

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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**(b) (6)**

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**Ticket: # 1588058 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:05:27 AM

**City/State/Zip:** Newberg, Oregon 97132

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588059 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:06:34 AM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588119 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:49:46 AM

**City/State/Zip:** Pasadena, California 91107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588125 - Protect Net Neutrality!**

**Date:** 4/26/2017 2:05:25 AM

**City/State/Zip:** Billings, Montana 59102

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1582937 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:07:17 PM

**City/State/Zip:** Asheville, North Carolina 28803

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588143 - Protect Net Neutrality!**

**Date:** 4/26/2017 3:41:31 AM

**City/State/Zip:** Downers Grove, Illinois 60516

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1588163 - Protect Net Neutrality!**

**Date:** 4/26/2017 4:55:36 AM

**City/State/Zip:** Saint Paul, Minnesota 55103

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588164 - Protect Net Neutrality!**

**Date:** 4/26/2017 4:58:26 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15212

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1582939 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:07:47 PM

**City/State/Zip:** Madison Heights, Michigan 48071

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Keeping the internet open and free with the FCC Open Internet Rules (net neutrality rules) is a necessity. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588165 - Protect Net Neutrality!**

**Date:** 4/26/2017 5:14:30 AM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588166 - Protect Net Neutrality!**

**Date:** 4/26/2017 5:17:10 AM

**City/State/Zip:** San Diego, California 92105

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588168 - Protect Net Neutrality!**

**Date:** 4/26/2017 5:42:12 AM

**City/State/Zip:** Honolulu, Hawaii 96819

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1588169 - Protect Net Neutrality!**

**Date:** 4/26/2017 5:54:34 AM

**City/State/Zip:** Sanbornville, New Hampshire 03872

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585618 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:23:51 PM

**City/State/Zip:** Norfolk, Connecticut 06058

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588173 - Protect Net Neutrality!**

**Date:** 4/26/2017 6:51:34 AM

**City/State/Zip:** Dover, Delaware 19904

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588174 - Protect Net Neutrality!**

**Date:** 4/26/2017 6:55:40 AM

**City/State/Zip:** Floral City, Florida 34436

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588189 - Protect Net Neutrality!**

**Date:** 4/26/2017 7:23:15 AM

**City/State/Zip:** Easthampton, Massachusetts 01027

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1587722 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:21:20 PM

**City/State/Zip:** Kenmore, Washington 98028

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584687 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:19:29 AM

**City/State/Zip:** Garland, Texas 75040

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 1022744 - XXXXX XXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 1:00:06 PM

**City/State/Zip:** Oakland, California 94601

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1587744 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:35:40 PM

**City/State/Zip:** Tampa, Florida 33629

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585609 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:23:01 PM

**City/State/Zip:** Austin, Texas 78755

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1583034 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:30:30 PM

**City/State/Zip:** Providence, Rhode Island 02903

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1583273 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:28:17 PM

**City/State/Zip:** Virginia Beach, Virginia 23464

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I adamantly demand that you protect them.

Most Americans have absolutely positively only one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) want Congress and the FCC to give them the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They want to do it in order for them to use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to keep working right! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: you must NEVER interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You have to keep the existing rules in place, and enforce them, and ALWAYS keep them in place and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules in order to keep his former employer and other major carriers happy, despite overwhelming support for the rules from voters in both parties. I urge you to publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer when he has to put the American people first. America deserves better. Appoint an FCC Chairman who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585602 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:22:28 PM

**City/State/Zip:** Houston, Texas 77007

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1584592 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:38:11 PM

**City/State/Zip:** Seattle, Washington 98199

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1582961 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:14:36 PM

**City/State/Zip:** San Francisco, California 94114

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

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(b)

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**Ticket: # 1584596 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:47:21 PM

**City/State/Zip:** Easton, Maryland 21601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

I am really upset about the idea of losing net neutrality. Every day it seems that we lose more and more of our liberties. The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584598 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:48:32 PM

**City/State/Zip:** Los Osos, California 93402

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584599 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:48:33 PM

**City/State/Zip:** Los Osos, California 93402

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1582970 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:16:27 PM

**City/State/Zip:** Sutter, California 95982

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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(b) (6)

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**Ticket: # 1022745 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:00:31 PM

**City/State/Zip:** Brooklyn, New York 11201

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1584602 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:50:23 PM

**City/State/Zip:** Madison, Mississippi 39110

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1583661 - Protect Net Neutrality!**

**Date:** 4/24/2017 3:53:30 PM

**City/State/Zip:** Los Angeles, California 90065

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584603 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:56:21 PM

**City/State/Zip:** San Francisco, California 94102

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584604 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:57:26 PM

**City/State/Zip:** Hillsboro, Oregon 97123

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high-speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to block sites and apps, to charge them "access fees"; slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds); and impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating").

They're doing it so they can use their monopoly power to stand between users and the sites people want to access, extorting money from both ends. Users would be forced to pay more to access the sites they want, and sites would be required to pay a kind of protection money to every major cable company or wireless carrier just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the internet, or with websites' ability to reach me. You must leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has indicated that he intends to destroy the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in multiple parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

(b) (6)

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**Ticket: # 1585691 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:33:11 PM

**City/State/Zip:** Issaquah, Washington 98029

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587754 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:40:37 PM

**City/State/Zip:** Dundalk, Maryland 21222

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1583024 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:28:25 PM

**City/State/Zip:** Bronx, New York 10465

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1584388 - Protect Net Neutrality!**

**Date:** 4/24/2017 8:29:16 PM

**City/State/Zip:** Brookings, South Dakota 57006

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1022746 - XXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:00:37 PM

**City/State/Zip:** Springfield, Tennessee 37172

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1583041 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:33:38 PM

**City/State/Zip:** Bethesda, Maryland 20816

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1583069 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:40:41 PM

**City/State/Zip:** Penn Yan, New York 14527

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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[Ticket: # 1022749 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/7/2016 1:01:23 PM

**City/State/Zip:** Urbana, Illinois 61801

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1583095 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:45:48 PM

**City/State/Zip:** Alpharetta, Georgia 30004

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1583132 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:54:42 PM

**City/State/Zip:** Minneapolis, Minnesota 55420

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1583156 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:00:11 PM

**City/State/Zip:** Tucson, Arizona 85712

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1022782 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:05:29 PM

**City/State/Zip:** Madison, Wisconsin 53714

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1583163 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:01:37 PM

**City/State/Zip:** Asheville, North Carolina 28803

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586280 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:08:27 PM

**City/State/Zip:** Mechanicsville, Virginia 23116

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

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(b) (6)

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**Ticket: # 1583171 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:03:59 PM

**City/State/Zip:** Saint Louis, Missouri 63146

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585621 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:23:54 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

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**(b) (6)**

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**Ticket: # 1583624 - Protect Net Neutrality!**

**Date:** 4/24/2017 3:45:40 PM

**City/State/Zip:** Washington, District Of Columbia 20010

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585623 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:23:57 PM

**City/State/Zip:** Sacramento, California 95831

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1583743 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:16:12 PM

**City/State/Zip:** San Francisco, California 94122

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1583748 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:17:31 PM

**City/State/Zip:** Santa Fe, New Mexico 87505

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584474 - Protect Net Neutrality!**

**Date:** 4/24/2017 9:31:56 PM

**City/State/Zip:** Tucson, Arizona 85730

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584627 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:01:33 AM

**City/State/Zip:** Hansville, Washington 98340

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584475 - Protect Net Neutrality!**

**Date:** 4/24/2017 9:32:03 PM

**City/State/Zip:** Tucson, Arizona 85730

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1584636 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:50:06 AM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585155 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:07:49 AM

**City/State/Zip:** Wilmington, Delaware 19803

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585156 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:07:53 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15206

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585164 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:09:03 AM

**City/State/Zip:** South Orange, New Jersey 07079

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

(b) (6)

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**Ticket: # 1585160 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:08:19 AM

**City/State/Zip:** Mishawaka, Indiana 46545

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585159 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:08:12 AM

**City/State/Zip:** Mishawaka, Indiana 46545

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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(b) (6)

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**Ticket: # 1585161 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:08:30 AM

**City/State/Zip:** San Francisco, California 94112

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 464807 - Comcast suddenly applying unfair data caps**

**Date:** 8/12/2015 6:10:33 PM

**City/State/Zip:** Mableton, Georgia 30126

**Company Complaining About:** Comcast

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## **Description**

I have had cable internet service with Comcast in my current residence since October of 2014. As of July 2015, we suddenly began receiving notifications during normal browser sessions that we were exceeding a 300GB data cap on our service. Despite no dramatic changes in our usage, we were informed that we would now be charged extra for using our internet service in the same manner we previously had.

I attempted to find out how this new plan works and why we were being charged extra for otherwise normal use. The following link explained that we (in Atlanta, GA) are now capped at 300GB and will be charged \$10 for every 50GB we go over. However, it offers to reduce a user's bill by \$5 to drop that cap from 300GB to a mere 5GB. Under that plan, every 1GB over the cap would cost \$1: <https://customer.xfinity.com/help-and-support/internet/data-usage-what-are-the-different-plans-launching/>

While we haven't chosen to use this "Flexible-Data Option" plan, this discount only values 295GB at \$5 when unused. However, it would then cost a \$295 penalty if a user were to use the otherwise-normal 300GB under this plan. Meanwhile, for our regular plan, we're charged \$10 for every 50GB over 300GB. When selling data to customers, Comcast seems to value data anywhere from \$0.20 to \$1 per GB. When taking it away from customers, they value it at less than \$0.02 per GB. Even under a capped data plan, these wildly varying prices are nonsense at best and exploitative at worst.

The caps themselves also seem to be arbitrary. On the same page above, Comcast explains that Tucson, Arizona receives a 600GB data cap for the same package we have on our account (Extreme 105).

Even barring the regional differences, a cap of 300GB for a home internet connected rated for 105 Mbps seems ludicrously low. At those speeds, it would take mere hours to go through 300GB of data, yet that is the cap for an entire month. Given the increasing trend towards downloading movies, video games, and other large content, it seems unreasonable, exploitative, and unfair to offer customers high speed data connections that can handle the load, then penalize them for using it.

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**Ticket: # 1585165 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:09:07 AM

**City/State/Zip:** Weslaco, Texas 78596

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585166 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:09:10 AM

**City/State/Zip:** Atlanta, Georgia 30342

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 1585174 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:11:13 AM

**City/State/Zip:** New York, New York 10002

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585175 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:11:19 AM

**City/State/Zip:** Mukilteo, Washington 98275

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585209 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:17:02 AM

**City/State/Zip:** Seattle, Washington 98112

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1582919 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:04:48 PM

**City/State/Zip:** Little Rock, Arkansas 72210

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585207 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:16:28 AM

**City/State/Zip:** Houston, Texas 77063

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585649 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:27:41 PM

**City/State/Zip:** Green Bay, Wisconsin 54311

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585223 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:19:53 AM

**City/State/Zip:** Friant, California 93626

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585224 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:19:56 AM

**City/State/Zip:** Roslindale, Massachusetts 02131

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587670 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:58:00 PM

**City/State/Zip:** Emeryville, California 94608

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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(b) (6)

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**Ticket: # 1585469 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:50 PM

**City/State/Zip:** Jacksonville, Florida 32210

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585470 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:51 PM

**City/State/Zip:** West Hollywood, California 90046

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585472 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:56 PM

**City/State/Zip:** Plant City, Florida 33563

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585473 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:07 PM

**City/State/Zip:** Salem, Oregon 97306

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585510 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:13:24 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1583856 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:44:58 PM

**City/State/Zip:** Elkwood, Virginia 22718

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585889 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:59:49 PM

**City/State/Zip:** East Providence, Rhode Island 02914

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587746 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:36:15 PM

**City/State/Zip:** Portland, Oregon 97201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585645 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:26:43 PM

**City/State/Zip:** Seattle, Washington 98118

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584386 - Protect Net Neutrality!**

**Date:** 4/24/2017 8:28:05 PM

**City/State/Zip:** Reno, Nevada 89502

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585474 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:11 PM

**City/State/Zip:** Dripping Springs, Texas 78620

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585475 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:15 PM

**City/State/Zip:** Everett, Washington 98201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584613 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:22:01 AM

**City/State/Zip:** Jackson, Tennessee 38305

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585478 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:25 PM

**City/State/Zip:** Everett, Washington 98201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585489 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:10:56 PM

**City/State/Zip:** Clinton Corners, New York 12514

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585494 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:11:33 PM

**City/State/Zip:** Waynesville, North Carolina 28785

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585507 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:12:50 PM

**City/State/Zip:** Charles Town, West Virginia 25414

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585513 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:13:35 PM

**City/State/Zip:** Chicago, Illinois 60630

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585468 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:46 PM

**City/State/Zip:** Chicago, Illinois 60609

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585648 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:27:35 PM

**City/State/Zip:** Granite Bay, California 95746

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585517 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:13:45 PM

**City/State/Zip:** Durham, North Carolina 27713

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585520 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:13:59 PM

**City/State/Zip:** Saint Augustine, Florida 32080

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585522 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:14:00 PM

**City/State/Zip:** Forsyth, Montana 59327

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585572 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:19:28 PM

**City/State/Zip:** Eastsound, Washington 98245

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585524 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:14:10 PM

**City/State/Zip:** Chicago, Illinois 60639

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585574 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:19:34 PM

**City/State/Zip:** Freehold, New Jersey 07728

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585546 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:16:16 PM

**City/State/Zip:** Sheboygan, Wisconsin 53081

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585548 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:16:20 PM

**City/State/Zip:** Westfield, New Jersey 07090

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585576 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:19:45 PM

**City/State/Zip:** Farmington Hills, Michigan 48336

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585587 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:21:04 PM

**City/State/Zip:** Memphis, Tennessee 38115

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585559 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:17:20 PM

**City/State/Zip:** Granada Hills, California 91344

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585560 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:17:22 PM

**City/State/Zip:** Granada Hills, California 91344

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585561 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:17:26 PM

**City/State/Zip:** Sheboygan, Wisconsin 53081

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585646 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:26:56 PM

**City/State/Zip:** Long Beach, California 90806

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585563 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:17:53 PM

**City/State/Zip:** Tucson, Arizona 85701

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585571 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:19:23 PM

**City/State/Zip:** San Antonio, Texas 78240

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585575 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:19:44 PM

**City/State/Zip:** Chicago, Illinois 60626

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585590 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:21:27 PM

**City/State/Zip:** Providence, Rhode Island 02908

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585651 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:27:55 PM

**City/State/Zip:** Long Beach, California 90803

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585656 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:28:52 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19103

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1585592 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:21:34 PM

**City/State/Zip:** Brooklyn, New York 11204

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585652 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:28:28 PM

**City/State/Zip:** Wilson, New York 14172

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585593 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:21:36 PM

**City/State/Zip:** Snellville, Georgia 30078

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585595 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:21:52 PM

**City/State/Zip:** Las Vegas, Nevada 89147

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585666 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:29:58 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19147

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585596 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:21:55 PM

**City/State/Zip:** Herndon, Virginia 20170

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585600 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:22:10 PM

**City/State/Zip:** Madison, Wisconsin 53704

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585667 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:30:28 PM

**City/State/Zip:** Phoenix, Arizona 85022

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585672 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:31:04 PM

**City/State/Zip:** Atlanta, Georgia 30339

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585601 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:22:21 PM

**City/State/Zip:** Pittsford, New York 14534

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585694 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:33:36 PM

**City/State/Zip:** West Orange, New Jersey 07052

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

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(b) (6)

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**Ticket: # 1585616 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:23:35 PM

**City/State/Zip:** Waterford, Michigan 48328

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585659 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:28:59 PM

**City/State/Zip:** Iowa City, Iowa 52240

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585727 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:37:23 PM

**City/State/Zip:** Schenectady, New York 12345

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585613 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:23:10 PM

**City/State/Zip:** Mchenry, Illinois 60051

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585726 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:37:12 PM

**City/State/Zip:** Chicago, Illinois 60638

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1585745 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:40:02 PM

**City/State/Zip:** Columbia, Missouri 65201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1585743 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:39:58 PM

**City/State/Zip:** Bloomington, Illinois 61701

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585746 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:40:11 PM

**City/State/Zip:** Charlotte, North Carolina 28205

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585606 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:22:48 PM

**City/State/Zip:** Sarasota, Florida 34234

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6) |

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**Ticket: # 1585775 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:43:41 PM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585610 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:23:03 PM

**City/State/Zip:** Schenectady, New York 12345

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Really... again?

Pretty sure you know that you ought not to be messing with open Internet.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1585788 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:44:36 PM

**City/State/Zip:** Appleton, Wisconsin 54915

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585615 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:23:32 PM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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(b) (6)

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**Ticket: # 1582918 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:04:43 PM

**City/State/Zip:** New York, New York 10075

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582922 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:04:53 PM

**City/State/Zip:** Bothell, Washington 98021

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1583210 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:12:22 PM

**City/State/Zip:** Old Town, Maine 04468

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1583415 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:59:10 PM

**City/State/Zip:** Westminster, California 92683

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1583228 - Protect Net Neutrality!**

**Date:** 4/24/2017 2:16:36 PM

**City/State/Zip:** Savannah, Texas 76227

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582723 - Protect Net Neutrality!**

**Date:** 4/24/2017 12:19:05 PM

**City/State/Zip:** Elkhart, Indiana 46516

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582890 - Protect Net Neutrality!**

**Date:** 4/24/2017 12:58:36 PM

**City/State/Zip:** Naperville, Illinois 60564

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582893 - Protect Net Neutrality!**

**Date:** 4/24/2017 12:59:17 PM

**City/State/Zip:** Highland Park, New Jersey 08904

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582894 - Protect Net Neutrality!**

**Date:** 4/24/2017 12:59:21 PM

**City/State/Zip:** Highland Park, New Jersey 08904

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1582909 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:02:23 PM

**City/State/Zip:** Forest Grove, Oregon 97116

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b)**

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**Ticket: # 1582912 - Protect Net Neutrality!**

**Date:** 4/24/2017 1:03:06 PM

**City/State/Zip:** Naperville, Illinois 60564

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584169 - Protect Net Neutrality!**

**Date:** 4/24/2017 6:19:44 PM

**City/State/Zip:** Pitman, New Jersey 08071

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584174 - Protect Net Neutrality!**

**Date:** 4/24/2017 6:23:14 PM

**City/State/Zip:** Kihei, Hawaii 96753

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1584269 - Protect Net Neutrality!**

**Date:** 4/24/2017 7:08:50 PM

**City/State/Zip:** Broomfield, Colorado 80020

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584323 - Protect Net Neutrality!**

**Date:** 4/24/2017 7:48:21 PM

**City/State/Zip:** Easton, Maryland 21601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584566 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:01:10 PM

**City/State/Zip:** Los Angeles, California 90036

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1584567 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:04:26 PM

**City/State/Zip:** Easton, Maryland 21601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Net neutrality is key to freedom of speech, and assembly. The FCC Open Internet Rules (net neutrality rules) are essential to protect our constitutional rights. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1584570 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:10:32 PM

**City/State/Zip:** Easton, Maryland 21601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1584571 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:11:10 PM

**City/State/Zip:** Signal Hill, California 90755

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585095 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:00:25 AM

**City/State/Zip:** Covington, Kentucky 41011

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585096 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:00:41 AM

**City/State/Zip:** Manchester, Connecticut 06042

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585325 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:41:51 AM

**City/State/Zip:** Menlo Park, California 94025

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585408 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:01:09 PM

**City/State/Zip:** Coatesville, Pennsylvania 19320

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585409 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:01:14 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585424 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:04:24 PM

**City/State/Zip:** Forest Park, Illinois 60130

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585426 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:04:33 PM

**City/State/Zip:** Ithaca, New York 14850

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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(b) (6)

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**Ticket: # 1585429 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:04:56 PM

**City/State/Zip:** Woodside, New York 11377

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585455 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:08:59 PM

**City/State/Zip:** Valencia, California 91355

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585458 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:13 PM

**City/State/Zip:** Brooklyn, New York 11205

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585459 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:14 PM

**City/State/Zip:** Burton, Michigan 48509

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585460 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:21 PM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1585467 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:09:43 PM

**City/State/Zip:** Los Osos, California 93402

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585859 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:53:44 PM

**City/State/Zip:** Caldwell, Idaho 83605

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585875 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:57:23 PM

**City/State/Zip:** San Diego, California 92104

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585876 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:57:31 PM

**City/State/Zip:** New York, New York 10002

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585878 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:57:42 PM

**City/State/Zip:** Saint Louis, Missouri 63104

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585886 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:59:12 PM

**City/State/Zip:** Saint Paul, Minnesota 55126

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585891 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:00:00 PM

**City/State/Zip:** Victorville, California 92395

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1585892 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:00:08 PM

**City/State/Zip:** Port Republic, Maryland 20676

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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**Ticket: # 1585893 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:00:15 PM

**City/State/Zip:** Dallas, Texas 75208

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585894 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:00:15 PM

**City/State/Zip:** El Mirage, Arizona 85335

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585898 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:00:57 PM

**City/State/Zip:** Port Republic, Maryland 20676

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585914 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:04:32 PM

**City/State/Zip:** Ridgefield, New Jersey 07657

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1585922 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:05:21 PM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1585950 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:09:02 PM

**City/State/Zip:** Wilton Manors, Florida 33311

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586005 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:17:23 PM

**City/State/Zip:** Oakbrook Terrace, Illinois 60181

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586006 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:17:31 PM

**City/State/Zip:** Stehekin, Washington 98852

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

This issue matters greatly to millions of people in this country (those you were elected to serve) and around the world. If you act for corporate profits and cronyism instead of the majority of humanity, you will go down in history as greedy corrupt villains.

(b)

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**Ticket: # 1586008 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:17:48 PM

**City/State/Zip:** Salt Lake City, Utah 84123

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1586025 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:22:09 PM

**City/State/Zip:** Wilmington, Delaware 19806

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b)**

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**Ticket: # 1586030 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:23:50 PM

**City/State/Zip:** Phoenix, Arizona 85013

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586073 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:31:31 PM

**City/State/Zip:** Santa Fe, New Mexico 87507

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586074 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:31:32 PM

**City/State/Zip:** Green Lane, Pennsylvania 18054

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586075 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:31:38 PM

**City/State/Zip:** Santa Fe, New Mexico 87507

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586082 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:32:50 PM

**City/State/Zip:** Anacortes, Washington 98221

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1586221 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:58:22 PM

**City/State/Zip:** Williamstown, Massachusetts 01267

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Millions of ordinary citizens of every political persuasion favor true net neutrality. The free internet has been an engine of every kind of innovation and technological advance.

Preserve net neutrality in its current form, please!

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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(b) (6)

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**Ticket: # 1586223 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:58:51 PM

**City/State/Zip:** Spokane, Washington 99201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1586224 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:59:02 PM

**City/State/Zip:** Glen Ridge, New Jersey 07028

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586226 - Protect Net Neutrality!**

**Date:** 4/25/2017 1:59:35 PM

**City/State/Zip:** Spokane, Washington 99201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586229 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:00:01 PM

**City/State/Zip:** Albuquerque, New Mexico 87111

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586276 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:07:35 PM

**City/State/Zip:** Altoona, Pennsylvania 16601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586277 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:07:51 PM

**City/State/Zip:** Clarksville, Tennessee 37043

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1586279 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:08:26 PM

**City/State/Zip:** Mechanicsville, Virginia 23116

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1586281 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:08:41 PM

**City/State/Zip:** Belton, Missouri 64012

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1586283 - Protect Net Neutrality!**

**Date:** 4/25/2017 2:08:49 PM

**City/State/Zip:** Raleigh, North Carolina 27616

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

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(b) (6)

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**Ticket: # 1587365 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:03:55 PM

**City/State/Zip:** Kansas City, Missouri 64119

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587371 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:04:37 PM

**City/State/Zip:** Chino, California 91710

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587376 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:07:31 PM

**City/State/Zip:** Endicott, New York 13760

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587379 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:09:07 PM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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**(b) (6)**

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**Ticket: # 1587380 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:09:07 PM

**City/State/Zip:** Eugene, Oregon 97405

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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**(b) (6)**

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**Ticket: # 1587382 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:09:20 PM

**City/State/Zip:** Coalville, Utah 84017

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

Thank you for considering this request.

(b) (6)

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**Ticket: # 1587383 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:09:32 PM

**City/State/Zip:** Coalville, Utah 84017

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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Thank you for considering this request.

(b) (6)

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**Ticket: # 1587390 - Protect Net Neutrality!**

**Date:** 4/25/2017 6:11:41 PM

**City/State/Zip:** Detroit, Michigan 48228

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587640 - Protect Net Neutrality!**

**Date:** 4/25/2017 7:42:26 PM

**City/State/Zip:** Metamora, Indiana 47030

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1587679 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:01:16 PM

**City/State/Zip:** Warren, Ohio 44483

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1587684 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:03:00 PM

**City/State/Zip:** Ames, Iowa 50013

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587685 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:03:32 PM

**City/State/Zip:** Tacoma, Washington 98445

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587710 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:18:21 PM

**City/State/Zip:** Fresno, California 93726

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

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**(b) (6)**

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**Ticket: # 1587712 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:18:39 PM

**City/State/Zip:** Saugerties, New York 12477

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1587713 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:18:43 PM

**City/State/Zip:** Saugerties, New York 12477

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 1587721 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:20:59 PM

**City/State/Zip:** Seattle, Washington 98144

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587747 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:37:16 PM

**City/State/Zip:** Tampa, Florida 33629

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587752 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:40:01 PM

**City/State/Zip:** Atlanta, Georgia 30329

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587753 - Protect Net Neutrality!**

**Date:** 4/25/2017 8:40:27 PM

**City/State/Zip:** Santa Rosa, California 95403

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587976 - Protect Net Neutrality!**

**Date:** 4/25/2017 10:56:00 PM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1587997 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:15:06 PM

**City/State/Zip:** Santa Monica, California 90405

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588000 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:15:50 PM

**City/State/Zip:** New York, New York 10003

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588030 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:34:04 PM

**City/State/Zip:** Albany, California 94706

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588031 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:34:30 PM

**City/State/Zip:** Austin, Texas 78727

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588032 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:35:15 PM

**City/State/Zip:** Albany, California 94706

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588035 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:38:20 PM

**City/State/Zip:** South Dartmouth, Massachusetts 02748

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1588036 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:38:38 PM

**City/State/Zip:** San Rafael, California 94903

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1588042 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:45:05 PM

**City/State/Zip:** Everett, Washington 98203

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

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(b) (6)

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**Ticket: # 1588043 - Protect Net Neutrality!**

**Date:** 4/25/2017 11:46:36 PM

**City/State/Zip:** Momence, Illinois 60954

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588056 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:00:50 AM

**City/State/Zip:** Wellsville, New York 14895

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1588067 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:14:32 AM

**City/State/Zip:** Aptos, California 95003

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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The FCC's Open Internet Rules are the only thing standing in their way.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588068 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:14:35 AM

**City/State/Zip:** Mount Marion, New York 12456

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588069 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:15:30 AM

**City/State/Zip:** Southport, North Carolina 28461

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588075 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:27:56 AM

**City/State/Zip:** Idaho Falls, Idaho 83402

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The internet allows me the freedom that I expect from America. We deserve the freedom that comes with it. The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588078 - Protect Net Neutrality!**

**Date:** 4/26/2017 12:31:58 AM

**City/State/Zip:** El Centro, California 92243

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588105 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:09:58 AM

**City/State/Zip:** Vale, North Carolina 28168

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 1588107 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:10:52 AM

**City/State/Zip:** Portsmouth, Virginia 23703

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1588110 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:23:03 AM

**City/State/Zip:** Carlisle, Massachusetts 01741

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588114 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:30:10 AM

**City/State/Zip:** Napa, California 94558

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

The net is a commons, keep it so.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588115 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:30:24 AM

**City/State/Zip:** Napa, California 94558

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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The net is a commons, keep it so.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

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(b) (6)

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**Ticket: # 1588116 - Protect Net Neutrality!**

**Date:** 4/26/2017 1:33:13 AM

**City/State/Zip:** Lumber Bridge, North Carolina 28357

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

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(b) (6)

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**Ticket: # 1585884 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:58:45 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17112

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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(b) (6)

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**Ticket: # 1585885 - Protect Net Neutrality!**

**Date:** 4/25/2017 12:58:46 PM

**City/State/Zip:** Taos, New Mexico 87571

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**(b) (6)**

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**Ticket: # 1586646 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:18:07 PM

**City/State/Zip:** Fairmont, Minnesota 56031

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b)

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**Ticket: # 425895 - Comcast 300GB Data Limit is an unfair business practice**

**Date:** 7/25/2015 10:53:38 AM

**City/State/Zip:** Tuscumbia, Alabama 35674

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted usage limits and usage based pricing in my area. When I opened my account with Comcast, the service I purchased, through a contract, was described as "unlimited." However, with 2 smartphones, a gaming system, a home theater PC, and 4 computers in my household, I am consistently nearing and reaching a 300GB data cap and being threatened with overage charges. I feel that for the amount of bandwidth available through my purchased service, a 300GB data cap is an unfair restriction. I also believe that, since I do not have a premium cable subscription and get most of my programming from streaming sites like Hulu, Netflix, and HBO GO, that I and other subscribers like me are being strong-armed into reducing our data consumption habits because it does not profit Comcast for "cord-cutters" to use their internet in this way and not use Comcast's premium cable tv services. Unfortunately, Comcast is the only provider in my area that offers this same kind of internet service.

This should also be of interest to the FCC due to the local legislation and contractual obligations that prevent other companies from providing a similar service and/or that prevent our municipality from forming it's own ISP.

For now though, the data cap needs to be removed. The pricing does not reflect what it actually costs to deliver to my house. It is unfair, anti-innovation, anti-new technologies, and an unfair attempt to control data consumption in our daily lives.

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**Ticket: # 1020923 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:42:02 PM

**City/State/Zip:** Seattle, Washington 98119

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020925 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:42:12 PM

**City/State/Zip:** Albany, Oregon 97322

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020926 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:42:21 PM

**City/State/Zip:** Bellevue, Nebraska 68005

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020937 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:43:48 PM

**City/State/Zip:** North Richland Hills, Texas 76180

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 1584331 - Protect Net Neutrality!**

**Date:** 4/24/2017 7:52:58 PM

**City/State/Zip:** Santa Rosa, California 95404

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584348 - Protect Net Neutrality!**

**Date:** 4/24/2017 8:09:27 PM

**City/State/Zip:** New Britain, Connecticut 06053

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

**(b) (6)**

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**Ticket: # 1584072 - Protect Net Neutrality!**

**Date:** 4/24/2017 5:47:51 PM

**City/State/Zip:** Cedaredge, Colorado 81413

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

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(b) (6)

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**Ticket: # 1020939 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:44:00 PM

**City/State/Zip:** Gainesville, Florida 32605

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1582533 - Protect Net Neutrality!**

**Date:** 4/24/2017 11:31:29 AM

**City/State/Zip:** Washington, District Of Columbia 20003

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1582666 - Protect Net Neutrality!**

**Date:** 4/24/2017 12:03:57 PM

**City/State/Zip:** Menominee, Michigan 49858

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1586836 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:46:34 PM

**City/State/Zip:** Palm Springs, California 92262

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
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To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1020940 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:44:03 PM

**City/State/Zip:** Berwyn, Illinois 60402

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1583749 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:17:38 PM

**City/State/Zip:** Santa Fe, New Mexico 87505

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1583797 - Protect Net Neutrality!**

**Date:** 4/24/2017 4:30:27 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1584071 - Protect Net Neutrality!**

**Date:** 4/24/2017 5:47:40 PM

**City/State/Zip:** Portage, Michigan 49024

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1587073 - Protect Net Neutrality!**

**Date:** 4/25/2017 4:41:41 PM

**City/State/Zip:** Tallmadge, Ohio 44278

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1588142 - Protect Net Neutrality!**

**Date:** 4/26/2017 3:36:38 AM

**City/State/Zip:** Williamstown, New Jersey 08094

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

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To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b) (6)

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**Ticket: # 1020892 - XXXXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:36:41 PM

**City/State/Zip:** Sauk Village, Illinois 60411

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020893 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:36:41 PM

**City/State/Zip:** Silver Spring, Maryland 20902

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020895 - XXXXXXX XXXXXX 's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:36:48 PM

**City/State/Zip:** San Diego, California 92109

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020896 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:37:23 PM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020897 - XXXXXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:37:31 PM

**City/State/Zip:** Wyncote, Pennsylvania 19095

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1020898 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:37:32 PM

**City/State/Zip:** Lehigh Acres, Florida 33971

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1001562 - AT&T Now Force Data Cap on Us**

**Date:** 5/25/2016 3:43:03 PM

**City/State/Zip:** South Pasadena, California 91030

**Company Complaining About:** AT&T

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### **Description**

I have been with AT&T for a while now. I picked AT&T U-Verse because it does not have data cap. Now, they force data cap starting this month. The data cap is too low for my family.

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**Ticket: # 1020901 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:38:01 PM

**City/State/Zip:** Brooklyn, New York 11214

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1020902 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 5:38:14 PM

**City/State/Zip:** Jewett City, Connecticut 06351

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1007997 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/29/2016 11:44:53 PM

**City/State/Zip:** Morrison, Colorado 80465

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 470539 - FCC complaint re: Comcast](#)

**Date:** 8/15/2015 1:50:49 PM

**City/State/Zip:** Savannah, Georgia 31410

**Company Complaining About:** Comcast

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### **Description**

In my area, Savannah Georgia, we have no competition for data plans. Comcast insists on overcharging and data caps. Why do I have no other options????

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[Ticket: # 1008754 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 5/30/2016 10:10:40 PM

**City/State/Zip:** Dekalb, Illinois 60115

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1008814 - XXXXXXXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 5/30/2016 11:22:02 PM

**City/State/Zip:** Pasadena, Texas 77502

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1020961 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:47:31 PM

**City/State/Zip:** Fernandina Beach, Florida 32034

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1020963 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 5:47:50 PM

**City/State/Zip:** Teaneck, New Jersey 07666

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020977 - XXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:52:12 PM

**City/State/Zip:** Congers, New York 10920

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1020987 - XXXXX XXXXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:56:10 PM

**City/State/Zip:** Oakland Park, Florida 33309

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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**Ticket: # 1020985 - XXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 5:55:47 PM

**City/State/Zip:** Paramount, California 90723

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1020999 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 5:59:23 PM

**City/State/Zip:** Winfield, Illinois 60190

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1020998 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 5:58:53 PM

**City/State/Zip:** Clovis, California 93612

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021008 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:03:17 PM

**City/State/Zip:** Cary, North Carolina 27513

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021021 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:07:19 PM

**City/State/Zip:** Rock, West Virginia 24747

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021022 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:08:08 PM

**City/State/Zip:** Hanover, Pennsylvania 17331

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021023 - XXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:08:17 PM

**City/State/Zip:** Chandler, Arizona 85224

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021025 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:08:32 PM

**City/State/Zip:** Nyack, New York 10960

**Company Complaining About:** Verizon

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## **Description**

DATA CAPS AND ZERO RATES IS THE SAME THING AS FAST LANES!

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, , they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021024 - XXXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:08:18 PM

**City/State/Zip:** Buchanan, Georgia 30113

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021026 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:09:35 PM

**City/State/Zip:** Inwood, West Virginia 25428

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021027 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:09:40 PM

**City/State/Zip:** Salinas, California 93906

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021029 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:10:37 PM

**City/State/Zip:** Salinas, California 93906

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021030 - XXXXXXXX XXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:10:39 PM

**City/State/Zip:** Dothan, Alabama 36305

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021048 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:17:56 PM

**City/State/Zip:** Cameron Park, California 95682

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021049 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:17:58 PM

**City/State/Zip:** Orwigsburg, Pennsylvania 17961

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021050 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:18:29 PM

**City/State/Zip:** Lenox, Massachusetts 01240

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021072 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:27:34 PM

**City/State/Zip:** Detroit, Michigan 48221

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021108 - XXXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:38:59 PM

**City/State/Zip:** Fort Gratiot, Michigan 48059

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 838039 - X XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:53:25 PM

**City/State/Zip:** Brooklyn, New York 11218

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1021181 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:56:38 PM

**City/State/Zip:** Victorville, California 92394

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021046 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:16:33 PM

**City/State/Zip:** Antioch, Illinois 60002

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1021047 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:16:53 PM

**City/State/Zip:** Chicago, Illinois 60615

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

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Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 807441 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:55 PM

**City/State/Zip:** Omaha, Nebraska 68108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

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(b) (6)

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[Ticket: # 807457 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:56:45 PM

**City/State/Zip:** Sunnyside, New York 11104

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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(b) (6)

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[Ticket: # 807427 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:12 PM

**City/State/Zip:** Omaha, Nebraska 68108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

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(b) (6)

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**Ticket: # 614584 - Net Neutrality Violation by Comcast****Date:** 10/27/2015 8:10:28 AM**City/State/Zip:** Miramar, Florida 33025**Company Complaining About:** Comcast

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**Description**

Comcast is now utilizing data caps in an attempt to circumvent network neutrality rules. By imposing data caps on its users, Comcast can now ensure that it gets a piece of the proverbial pie for those users that stream movies, tv shows, and other media rather than utilize cable or satellite services. I myself have been impacted because I have just gone over a data cap I was just told about this month. By imposing higher fees on data caps, users are discouraged from exceeding the cap due to hefty fees for additional data. The fees are higher than a monthly subscript to Netflix, Hulu, Amazon Prime Video, HBO Go, etc. Thus, in order to use one of these services as your primary means of viewing audiovisual entertainment, we now have to pay a "bridge tax". This is a violation of net neutrality by another name. If Comcast cannot discriminate on the individual packet level, they will discriminate on the aggregate.

There is no physical justification for data caps. This is purely a business decision by Comcast. My wife and I can no longer backup our photos to an online cloud service because of these data caps. I can no longer download the games I like to play from online services, and I can't do the things that in this day and age require unlimited data from a land line, the thing I paid for for years. Comcast is imposing a pay-to-play policy on the user rather than the packet provider. It has found what good lawyers do, a loophole. Comcast must be reined in.

If I had the option of another high-speed provider in my area, I would leave Comcast. Unfortunately, Comcast has a monopoly on my urban neighborhood, so I have no options. I am at the mercy of the titan.

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**Ticket: # 807496 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:58:52 PM

**City/State/Zip:** Mountlake Terrace, Washington 98043

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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(b) (6)

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[Ticket: # 807497 - XXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:00 PM

**City/State/Zip:** Westville, Indiana 46391

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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(b) (6)

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[Ticket: # 807498 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:07 PM

**City/State/Zip:** San Marcos, California 92069

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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(b) (6)

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[Ticket: # 807499 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:13 PM

**City/State/Zip:** Ridgewood, New York 11385

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807500 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:14 PM

**City/State/Zip:** Thornton, Pennsylvania 19373

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807503 - XXXX XXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:21 PM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 807504 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:22 PM

**City/State/Zip:** Las Cruces, New Mexico 88005

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 1021182 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 6:56:42 PM

**City/State/Zip:** Sandia Park, New Mexico 87047

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021205 - XXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:01:50 PM

**City/State/Zip:** Norwich, Connecticut 06360

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021206 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:01:53 PM

**City/State/Zip:** Tracy, California 95376

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021238 - XXXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:17:49 PM

**City/State/Zip:** Kinmundy, Illinois 62854

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021239 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:17:53 PM

**City/State/Zip:** Laurel, Maryland 20723

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 638862 - Comcast Data Cap Institution**

**Date:** 11/5/2015 7:47:17 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17102

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern:

I'm deeply troubled by Comcast's recent institution of 300 GB data caps on its broadband users. Comcast's massive market share in areas around the country makes them a monopoly in many cities, and they're clearly extorting this market share as an opportunity to bleed their customers dry.

Originally, this 300 GB cap was designed to "control congestion," but now it's instituted out of "fairness." Considering Comcast's checkered history of customer service, their spotty Internet service in general, and their invested interests AGAINST online video streaming (namely xfinity), I believe it's clear that Comcast is using their position as an industry giant to exploit and financially harm their customer base so they can profit.

If the FCC doesn't step in to help, this practice will undoubtedly become the norm for Internet service providers across the country — maybe even the world.

Please, fight on behalf of US citizens. Please, fight against this tsunami of corporate madness that's threatening the standard of living for the lower and middle class. Since Reagan, deregulated business has trampled the majority of Americans to keep a select few wealthy. Please, stand with us.

AT&T was broken for doing less than this. Standard Oil was broken up for doing less than this. Please step in and help the lower and middle class survive.

We can't hold on much longer.

Sincerely,

(b) (6)

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[Ticket: # 1021250 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 7:21:17 PM

**City/State/Zip:** Santa Barbara, California 93101

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021251 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:23:02 PM

**City/State/Zip:** Las Vegas, Nevada 89108

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807430 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:20 PM

**City/State/Zip:** Sun City, Arizona 85351

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021252 - XXXXXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 7:23:14 PM

**City/State/Zip:** South River, New Jersey 08882

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807507 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:30 PM

**City/State/Zip:** Los Angeles, California 90041

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 1022885 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:23:48 PM

**City/State/Zip:** Bordentown, New Jersey 08505

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 807610 - X XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:11 PM

**City/State/Zip:** Urbana, Illinois 61801

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

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(b) (6)

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[Ticket: # 807508 - XXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:33 PM

**City/State/Zip:** Oak Ridge, Tennessee 37830

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807526 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:37 PM

**City/State/Zip:** Raleigh, North Carolina 27614

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807527 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:40 PM

**City/State/Zip:** Concord, California 94521

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807528 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:44 PM

**City/State/Zip:** Sun Valley, California 91352

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807529 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:49 PM

**City/State/Zip:** Chicago, Illinois 60626

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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**Ticket: # 807530 - XXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:00:51 PM

**City/State/Zip:** Vashon, Washington 98070

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807924 - XX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:40 PM

**City/State/Zip:** Forest Grove, Oregon 97116

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

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(b) (6)

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**Ticket: # 807439 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:55:45 PM

**City/State/Zip:** Fort Worth, Texas 76179

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

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(b) (6)

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[Ticket: # 807532 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:00:56 PM

**City/State/Zip:** Conroe, Texas 77303

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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(b) (6)

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**Ticket: # 1021256 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:23:56 PM

**City/State/Zip:** Hixson, Tennessee 37343

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022917 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:29:09 PM

**City/State/Zip:** Hyattsville, Maryland 20783

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 807534 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:04 PM

**City/State/Zip:** Surprise, Arizona 85388

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807535 - XXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:07 PM

**City/State/Zip:** Galesburg, Michigan 49053

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

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(b) (6)

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**Ticket: # 1022919 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:29:29 PM

**City/State/Zip:** Berkeley, California 94705

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 807469 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:57:27 PM

**City/State/Zip:** Port Townsend, Washington 98368

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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(b) (6)

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[Ticket: # 807502 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:20 PM

**City/State/Zip:** Fort Mill, South Carolina 29708

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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(b) (6)

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[Ticket: # 807509 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:38 PM

**City/State/Zip:** Lowville, New York 13367

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807537 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:12 PM

**City/State/Zip:** Brownsville, Pennsylvania 15417

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807432 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:55:26 PM

**City/State/Zip:** Sacramento, California 95818

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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[Ticket: # 807552 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:59 PM

**City/State/Zip:** Wilmington, Delaware 19806

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807433 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:28 PM

**City/State/Zip:** Mint Hill, North Carolina 28227

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807510 - XXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:59:44 PM

**City/State/Zip:** Brooklyn, New York 11217

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 1021253 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 7:23:17 PM

**City/State/Zip:** Yardley, Pennsylvania 19067

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 807470 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:57:33 PM

**City/State/Zip:** South Bound Brook, New Jersey 08880

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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**Ticket: # 807471 - X XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:57:33 PM

**City/State/Zip:** Seattle, Washington 98168

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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[Ticket: # 807438 - XXXXXX XXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:41 PM

**City/State/Zip:** Hermitage, Tennessee 37076

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807435 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:35 PM

**City/State/Zip:** Windom, Minnesota 56101

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 807538 - XXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:01:15 PM

**City/State/Zip:** Wilkes Barre, Pennsylvania 18702

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 807482 - XXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:11 PM

**City/State/Zip:** Tampa, Florida 33613

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807554 - XXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:05 PM

**City/State/Zip:** Tampa, Florida 33629

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807484 - XXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:18 PM

**City/State/Zip:** Augusta, Maine 04330

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807612 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:17 PM

**City/State/Zip:** Eastlake, Ohio 44095

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807440 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:49 PM

**City/State/Zip:** Belton, Missouri 64012

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807495 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:58:52 PM

**City/State/Zip:** Raleigh, North Carolina 27614

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807539 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:20 PM

**City/State/Zip:** Port Chester, New York 10573

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807542 - XXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:25 PM

**City/State/Zip:** Coeur D Alene, Idaho 83814

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807880 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:35 PM

**City/State/Zip:** Aurora, Colorado 80012

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807543 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:29 PM

**City/State/Zip:** Albuquerque, New Mexico 87107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1586875 - Protect Net Neutrality!**

**Date:** 4/25/2017 3:55:05 PM

**City/State/Zip:** Bellingham, Washington 98229

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

The FCC Open Internet Rules (net neutrality rules) are extremely important to me. I urge you to protect them.

Most Americans only have one choice for true high speed Internet access: our local cable company. Cable companies (and wireless carriers) are actively lobbying Congress and the FCC for the power to:

- \* Block sites and apps, to charge them "access fees"
- \* Slow sites and apps to a crawl, to establish paid "fast lanes" (normal speed) and slow lanes (artificially low speeds)
- \* Impose arbitrarily low data caps, so they can charge sites to escape those caps, or privilege their own services ("zero rating")

They're doing it so they can use their monopoly power to stand between me and the sites I want to access, extorting money from us both. I'll be forced to pay more to access the sites I want, and sites will have to pay a kind of protection money to every major cable company or wireless carrier—just to continue working properly! The FCC's Open Internet Rules are the only thing standing in their way.

I'm sending this to letter to my two senators, my representative, the White House, and the FCC. First, to the FCC: don't interfere with my ability to access what I want on the Internet, or with websites' ability to reach me. You should leave the existing rules in place, and enforce them.

To my senators: you have the power to stop FCC Chair Ajit Pai from abusing the rules by refusing to vote for his reconfirmation. I expect you to use that power. Pai, a former Verizon employee, has made it clear he intends to gut the rules to please his former employer and other major carriers, despite overwhelming support for the rules from voters in both parties. I urge you publicly oppose Pai's confirmation on these grounds.

To the White House: Ajit Pai, a former Verizon employee, is acting in the interests of his former employer, not the American people. America deserves better. Appoint an FCC Chair who will protect the economic miracle that is the Internet from media monopolies like AT&T, Time Warner Cable, and Comcast/NBC/Universal.

To my representative: please publicly oppose Ajit Pai's plan to oppose the rules, and do everything you can to persuade the Senate and the White House to oppose Pai's nomination.

I would be happy to speak more with anyone on your staff about the rules and why they're so important to me. Please notify me of any opportunities to meet with you or your staff.

(b)

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**Ticket: # 1022921 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:30:23 PM

**City/State/Zip:** San Jose, California 95125

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1026992 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/9/2016 1:28:41 AM

**City/State/Zip:** Fulton, Missouri 65251

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022922 - XXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:30:23 PM

**City/State/Zip:** New York, New York 10024

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1037024 - XXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 5:31:02 AM

**City/State/Zip:** Massillon, Ohio 44646

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022987 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:41:52 PM

**City/State/Zip:** Monument, Colorado 80132

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1022988 - XXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/7/2016 1:41:53 PM

**City/State/Zip:** Muskegon, Michigan 49441

**Company Complaining About:** Comcast

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## **Description**

To whom it may concern,

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is intentionally breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I do not want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037155 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 9:04:36 AM

**City/State/Zip:** Wichita, Kansas 67218

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807434 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:31 PM

**City/State/Zip:** Gainesville, Florida 32608

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037182 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 9:15:33 AM

**City/State/Zip:** Victor, New York 14564

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037370 - XXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 10:39:57 AM

**City/State/Zip:** San Antonio, Texas 78233

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037435 - XXXXX XXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:03:05 AM

**City/State/Zip:** Downey, California 90241

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1037482 - XXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 11:17:32 AM

**City/State/Zip:** Cupertino, California 95014

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 1037767 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:39:02 PM

**City/State/Zip:** Layton, Utah 84041

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

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Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

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(b) (6)

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**Ticket: # 1037768 - XXXXX X's complaint re: ISP Zero Rating**

**Date:** 6/15/2016 12:39:05 PM

**City/State/Zip:** Miami, Florida 33132

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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**Ticket: # 733475 - Formal Complaint Data (Usage) Caps**

**Date:** 1/1/2016 11:35:16 AM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** Comcast

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## **Description**

This is my formal complaint of the unfair practices to consumers with the implementation of Data "Usage" Caps. Comcast is not the best company in the world by any means. They are one of the worst in the country by customer satisfaction. I've had my share of issues, but I'm stuck with them. From previous complaints with Comcast's customer service department I was instructed that maybe I should switch to a different service. There are literally no other options for my family in the area I live. I have called every other option that I thought would be available only to be told I am not serviced.

So now I'm stuck with Comcast and only learned about these Data "Usage" Caps about 2 months ago. Turns out I'm in a test area. I'm limited to 300GB of usage. This morning as of 9am we are at 9GB. I've gone ahead and shut off all streaming and such to plan out my month so we don't go over. Last month we used 705GB. Luckily Comcast has a coverage of 3 times going over before they start charging \$10 for each 50GB.

I'm a heavy online gamer and my family are heavy Netflix and Hulu streamers. My wife is a stay at home mom with our child. Comcast's cable box doesn't work and I have had it replaced once maybe twice now, so we don't even have the TV available for us to use.

So needless to say, I'm going to have to buckle and get the "Unlimited" (cap). This will alleviate the worry of going over for just a small fee of \$35. Now in Florida I would only have to pay \$30. I don't see how that is fair. We are both in a test market. In reality, since it is a test market I shouldn't have to pay anything. They should take the loss as it is not approved by any known law. Comcast's agents are taught to tell me that the law encourages the use of these caps and I don't see where they get their facts.

In this long and probably jumpy way I'm trying to say I don't approve of these caps. It is absurd that I, as a customer, am being limited to how I use my internet in fear that I will go over some arbitrary number. Internet is not something that is limited. Comcast has made multiple statements these caps are not to fix any type of speed issues or bandwidth issues. This is just a way to make another buck. Me and my family are being punished to use a service we pay for that is already limited in a few other ways. I urge that the FCC makes it unlawful to have any type of data cap on any type of home internet use.

However, I do not believe this will happen. I'm hoping that these statements will allow some choices to be heard. Any one of these are better than what Comcast is trying to do.

1. Make internet charge the same as water as it is essentially the same availability. A customer only pays for what they use at a few cents per 1GB. At a rate of \$0.10 I would pay \$70.50 for my December usage. That is probably the most fair price that I would say. Also, because internet can't be limited it is a constant that should never rise. Instead when better technologies come out that inevitably increase data usage they will get more by default.

2. Make data caps at a higher GB cap. 500 to 1000 is probably the best, but it would need testing on the average usage by customers and then increase it by 15%. This way ideally 65% or more of the customers will fall out of the cap range and not have to worry about it. During this testing no charges to accounts should be allowed. All previous charges due to testing should be fully refunded as they were not approved in the first place. (That is just so I get my money back because I'm going to spend another few hundred by the time any of this gets decided on.) Still have an unlimited option, but charge exactly \$25 no more no less across the whole country.

3. Just make it illegal. It is the easiest cheapest option. They can't limit traffic so streamers will be safe. They shouldn't force people to use TV in the first place. Comcast is literally limiting the capabilities of the internet. Something that shouldn't be limited is in the clutches of a corporate power house.

Someone needs to do something or we will all be in a very bad position in about 5 years.

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**Ticket: # 1021297 - XXXXXX XXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:38:04 PM

**City/State/Zip:** Sacramento, California 95816

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021272 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:28:13 PM

**City/State/Zip:** Palm Bay, Florida 32905

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 1021282 - Victoria 's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 7:29:21 PM

**City/State/Zip:** Palm Desert, California 92260

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 807468 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:57:23 PM

**City/State/Zip:** Duxbury, Massachusetts 02332

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021284 - XX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:31:25 PM

**City/State/Zip:** Portland, Oregon 97211

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1037055 - XXXXXX XXXXX 's complaint re: ISP Zero Rating](#)

**Date:** 6/15/2016 6:50:54 AM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021296 - XXXXX XXXXXXXX 's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:36:46 PM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807544 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:30 PM

**City/State/Zip:** Horn Lake, Mississippi 38637

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 807545 - XXXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:01:32 PM

**City/State/Zip:** Spring, Texas 77381

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807546 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:36 PM

**City/State/Zip:** Seattle, Washington 98146

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807548 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:39 PM

**City/State/Zip:** Bartlett, Illinois 60103

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807549 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:47 PM

**City/State/Zip:** Saint Charles, Missouri 63303

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807550 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:47 PM

**City/State/Zip:** Stockton, California 95207

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

It's critical that we keep the Internet a Not-For-Profit agency of the American Public. Do not let it fall under the control of those who would treat it as a corporate asset, to be used for corporate gain.

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807551 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:01:48 PM

**City/State/Zip:** Oakland, California 94611

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

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(b) (6)

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**Ticket: # 807553 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:02:00 PM

**City/State/Zip:** West Hollywood, California 90046

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807555 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:09 PM

**City/State/Zip:** Salinas, California 93905

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807556 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:02:10 PM

**City/State/Zip:** Wadsworth, Ohio 44281

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 807558 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:21 PM

**City/State/Zip:** Gaithersburg, Maryland 20882

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807559 - XX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:27 PM

**City/State/Zip:** Madison, Wisconsin 53715

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807560 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:33 PM

**City/State/Zip:** Brunswick, Maine 04011

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807561 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:34 PM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807563 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:44 PM

**City/State/Zip:** Dublin, Georgia 31021

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 807564 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:02:45 PM

**City/State/Zip:** Las Vegas, Nevada 89121

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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**Ticket: # 807565 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:02:47 PM

**City/State/Zip:** East Wenatchee, Washington 98802

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 807566 - XXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:50 PM

**City/State/Zip:** Austin, Minnesota 55912

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807567 - XXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:52 PM

**City/State/Zip:** Bellevue, Washington 98004

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807568 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:02:57 PM

**City/State/Zip:** El Paso, Texas 79922

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807569 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:00 PM

**City/State/Zip:** Norwood, Massachusetts 02062

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807570 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:06 PM

**City/State/Zip:** Trenton, Michigan 48183

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807571 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:07 PM

**City/State/Zip:** Tucson, Arizona 85730

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807573 - XXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:11 PM

**City/State/Zip:** East Haven, Connecticut 06512

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807575 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:14 PM

**City/State/Zip:** Louisville, Kentucky 40214

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807576 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:15 PM

**City/State/Zip:** Raleigh, North Carolina 27614

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807577 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:24 PM

**City/State/Zip:** Columbus, Ohio 43201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 807579 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:03:27 PM

**City/State/Zip:** Vestavia, Alabama 35216

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 807580 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:03:35 PM

**City/State/Zip:** Glen Burnie, Maryland 21061

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807581 - XXXXX XXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:35 PM

**City/State/Zip:** Monrovia, California 91016

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807582 - XXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:03:42 PM

**City/State/Zip:** Tucson, Arizona 85730

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 807583 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:03:43 PM

**City/State/Zip:** Makawao, Hawaii 96768

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807597 - XXXXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:23 PM

**City/State/Zip:** Newton, Kansas 67114

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807598 - XXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:24 PM

**City/State/Zip:** Glenside, Pennsylvania 19038

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807600 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:29 PM

**City/State/Zip:** Los Angeles, California 90032

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807601 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:35 PM

**City/State/Zip:** Petaluma, California 94954

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807602 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:43 PM

**City/State/Zip:** San Anselmo, California 94960

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807603 - XXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:45 PM

**City/State/Zip:** Ozark, Missouri 65721

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 807605 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:04:54 PM

**City/State/Zip:** Washington, District Of Columbia 20016

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807606 - XXXXXXXX XXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:04:58 PM

**City/State/Zip:** El Cerrito, California 94530

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807607 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:00 PM

**City/State/Zip:** Batavia, Illinois 60510

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807608 - XX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:01 PM

**City/State/Zip:** Pittsboro, North Carolina 27312

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807609 - XXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:06 PM

**City/State/Zip:** Herriman, Utah 84096

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807611 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:11 PM

**City/State/Zip:** Garland, Texas 75044

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807614 - XXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:05:25 PM

**City/State/Zip:** West Lafayette, Indiana 47906

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 807616 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:05:28 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807617 - XXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:35 PM

**City/State/Zip:** Forest Park, Illinois 60130

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807618 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:05:39 PM

**City/State/Zip:** Geneseo, New York 14454

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807629 - XXXX XXXXXXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:06:13 PM

**City/State/Zip:** Minneapolis, Minnesota 55417

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807630 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:06:15 PM

**City/State/Zip:** Vancouver, Washington 98665

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807632 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:06:21 PM

**City/State/Zip:** Peabody, Massachusetts 01960

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807633 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:06:24 PM

**City/State/Zip:** Chandler, Arizona 85249

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807636 - XXXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 2:06:31 PM

**City/State/Zip:** Belmont, Massachusetts 02478

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 807637 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:06:38 PM

**City/State/Zip:** Saint Paul, Minnesota 55108

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807638 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:06:39 PM

**City/State/Zip:** Naperville, Illinois 60564

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807639 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:06:46 PM

**City/State/Zip:** Saint Albans, West Virginia 25177

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807640 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:06:53 PM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807641 - XXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:07:02 PM

**City/State/Zip:** San Diego, California 92117

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807642 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:07:04 PM

**City/State/Zip:** Minneapolis, Minnesota 55418

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807645 - XXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:07:18 PM

**City/State/Zip:** Vernon Rockville, Connecticut 06066

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807648 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:07:29 PM

**City/State/Zip:** Beaverton, Oregon 97008

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807649 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:07:34 PM

**City/State/Zip:** Racine, Wisconsin 53406

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807651 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:07:48 PM

**City/State/Zip:** Hollywood, Florida 33021

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807652 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 2:07:55 PM

**City/State/Zip:** Lexington, Massachusetts 02421

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807841 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:16 PM

**City/State/Zip:** Little Genesee, New York 14754

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807842 - XXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:19 PM

**City/State/Zip:** Burlington, Iowa 52601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807843 - XXXXXXXX XXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:23 PM

**City/State/Zip:** Madelia, Minnesota 56062

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807844 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:26 PM

**City/State/Zip:** Issaquah, Washington 98027

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

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These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807845 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:34 PM

**City/State/Zip:** North Hollywood, California 91601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807846 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:35 PM

**City/State/Zip:** Santa Monica, California 90404

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807847 - XXXXXXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:00:45 PM

**City/State/Zip:** Redford, Michigan 48240

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807849 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:54 PM

**City/State/Zip:** Dover, New Hampshire 03820

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Senators,

I'm worried about many telecommunication companies that are violating net neutrality rules. My internet service provider here in Dover NH is Comcast. They have been rolling out "data caps" that slow down your internet speed after you have used a certain amount. I recently found out that at the same time they are allowing certain websites to pay a fee that allows that site to "not count" towards the data cap.

This is sneaky way of breaking the law! It is illegal for telecoms to charge for a "fast lane" on the internet. Instead, they are making everything slow once you hit your data cap and allowing certain web sites to pay a toll which exempts them from this slow down. This is the same thing!

Another example is allowing Comcast's own movie-streaming websites to not get slowed down by the cap, but competitors such as Netflix do get slowed down by the data cap. This is anti-competitive garbage. The worst part is that I do not have any other option than to pay Comcast for broadband internet.

Please push the FCC to enforce Net Neutrality rules. If Comcast, Verizon, Time Warner, and AT&T get away with this it will only get worse.

Thanks,  
Josh Caprood

More information below:

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807850 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:00:55 PM

**City/State/Zip:** Garner, North Carolina 27529

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807851 - XXXXXXX XXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:00:57 PM

**City/State/Zip:** Turlock, California 95382

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807852 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:04 PM

**City/State/Zip:** Hudson, Massachusetts 01749

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807853 - XXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:06 PM

**City/State/Zip:** Lafayette, Oregon 97127

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 807855 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:01:12 PM

**City/State/Zip:** Chattanooga, Tennessee 37405

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807856 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:15 PM

**City/State/Zip:** Corning, California 96021

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 807857 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:01:16 PM

**City/State/Zip:** Huntingdon, Pennsylvania 16652

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807858 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:24 PM

**City/State/Zip:** Macomb, Michigan 48044

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807859 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:26 PM

**City/State/Zip:** San Francisco, California 94117

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807860 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:29 PM

**City/State/Zip:** Panorama City, California 91402

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807862 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:34 PM

**City/State/Zip:** Chicago, Illinois 60614

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807863 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:37 PM

**City/State/Zip:** Euclid, Ohio 44123

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807864 - XXXXXXX XXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:39 PM

**City/State/Zip:** Pico Rivera, California 90660

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807865 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:01:45 PM

**City/State/Zip:** Cleveland, Ohio 44124

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 807866 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:46 PM

**City/State/Zip:** Seattle, Washington 98109

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807867 - XXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:53 PM

**City/State/Zip:** Land O Lakes, Wisconsin 54540

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807868 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:01:59 PM

**City/State/Zip:** Ames, Iowa 50014

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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**Ticket: # 807869 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:01:59 PM

**City/State/Zip:** Louisville, Kentucky 40291

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807871 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:05 PM

**City/State/Zip:** Napa, California 94559

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807873 - XXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:12 PM

**City/State/Zip:** North Hollywood, California 91601

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807874 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:02:13 PM

**City/State/Zip:** Albuquerque, New Mexico 87114

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807875 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:17 PM

**City/State/Zip:** Cullman, Alabama 35055

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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[Ticket: # 807877 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:20 PM

**City/State/Zip:** Laguna Niguel, California 92677

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807879 - XXXX XX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:28 PM

**City/State/Zip:** Irvine, California 92617

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 807881 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:39 PM

**City/State/Zip:** Alexandria, Virginia 22309

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807882 - XXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:46 PM

**City/State/Zip:** Oreland, Pennsylvania 19075

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 807883 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:02:50 PM

**City/State/Zip:** Siletz, Oregon 97380

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807884 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:02:51 PM

**City/State/Zip:** Salinas, California 93901

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807885 - XXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:02:53 PM

**City/State/Zip:** Houston, Texas 77051

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807897 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:29 PM

**City/State/Zip:** Chandler, Arizona 85225

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807898 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:31 PM

**City/State/Zip:** Hopatcong, New Jersey 07843

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807899 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:36 PM

**City/State/Zip:** Los Alamitos, California 90720

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807900 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:03:38 PM

**City/State/Zip:** Whitewright, Texas 75491

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 807901 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:03:40 PM

**City/State/Zip:** Riverwoods, Illinois 60015

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 807902 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:42 PM

**City/State/Zip:** Bridgeport, Pennsylvania 19405

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807903 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:03:44 PM

**City/State/Zip:** Brick, New Jersey 08724

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807904 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:48 PM

**City/State/Zip:** Vancouver, Washington 98660

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807906 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:51 PM

**City/State/Zip:** League City, Texas 77573

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807907 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:53 PM

**City/State/Zip:** Long Beach, California 90806

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807908 - XXXXX XXXXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:03:55 PM

**City/State/Zip:** Provo, Utah 84606

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807909 - XXXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:03:59 PM

**City/State/Zip:** Riverwoods, Illinois 60015

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807910 - XXXX XXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:01 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807911 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:01 PM

**City/State/Zip:** Houston, Texas 77054

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 807913 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:04:08 PM

**City/State/Zip:** Spokane, Washington 99205

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807914 - XXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:08 PM

**City/State/Zip:** Lake Oswego, Oregon 97034

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807915 - XXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:10 PM

**City/State/Zip:** Anaheim, California 92805

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807917 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:19 PM

**City/State/Zip:** Hanover, Michigan 49241

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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[Ticket: # 807918 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:20 PM

**City/State/Zip:** Renton, Washington 98057

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807919 - XXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:21 PM

**City/State/Zip:** Goshen, Indiana 46526

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807920 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:30 PM

**City/State/Zip:** Redondo Beach, California 90278

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807921 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:04:31 PM

**City/State/Zip:** Chanhassen, Minnesota 55317

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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I'm a T-Mobile customer and while I personally like the Binge-On program and it meets my needs for streaming, I also recognize that it's not consistent with Net Neutrality guidelines. It is as much an example of ISPs violating the rules as Comcast and Verizon more obvious egregious flouting of the rules.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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overall, and especially “cord-cutting” by users who’d rather give up their expensive cable TV packages and watch online.

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(b) (6)

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[Ticket: # 807922 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:32 PM

**City/State/Zip:** Trenton, New Jersey 08610

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807923 - XXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:37 PM

**City/State/Zip:** Hemet, California 92545

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807926 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:41 PM

**City/State/Zip:** Mesquite, Texas 75181

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807927 - XXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:45 PM

**City/State/Zip:** Mountain View, California 94041

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807928 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:04:51 PM

**City/State/Zip:** Grand Rapids, Michigan 49506

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 807931 - XXXXXXX XXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:04:57 PM

**City/State/Zip:** Washington, District Of Columbia 20002

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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(b) (6)

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**Ticket: # 807932 - XXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:05:02 PM

**City/State/Zip:** Akron, Pennsylvania 17501

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807933 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:05:06 PM

**City/State/Zip:** Greensboro, North Carolina 27403

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 807935 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 3:05:16 PM

**City/State/Zip:** Brentwood, New York 11717

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 807936 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:05:16 PM

**City/State/Zip:** Chesterfield, Missouri 63017

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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[Ticket: # 807937 - trina cooper's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:05:20 PM

**City/State/Zip:** Federal Way, Washington 98023

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807964 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:07:24 PM

**City/State/Zip:** Blue Springs, Missouri 64014

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807965 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:07:37 PM

**City/State/Zip:** Fair Oaks, California 95628

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 807966 - XXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 3:07:41 PM

**City/State/Zip:** Glastonbury, Connecticut 06033

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808133 - XXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:01:16 PM

**City/State/Zip:** Portland, Oregon 97219

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 808134 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:01:20 PM

**City/State/Zip:** Hesperia, California 92345

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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(b) (6)

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[Ticket: # 808135 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:01:31 PM

**City/State/Zip:** Saint John, Washington 99171

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808136 - XXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:01:32 PM

**City/State/Zip:** Chippewa Falls, Wisconsin 54729

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808138 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:01:44 PM

**City/State/Zip:** Detroit, Michigan 48216

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808139 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:01:49 PM

**City/State/Zip:** Springfield, Illinois 62704

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808140 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:01:52 PM

**City/State/Zip:** Seattle, Washington 98115

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 808166 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 4:04:54 PM

**City/State/Zip:** Montgomery, Ohio 45249

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 808167 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:04:55 PM

**City/State/Zip:** Pasadena, California 91103

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808168 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:04:59 PM

**City/State/Zip:** Richmond, Virginia 23226

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 808170 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 4:05:03 PM

**City/State/Zip:** Oceanside, California 92057

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 808171 - XXXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 4:05:09 PM

**City/State/Zip:** Rialto, California 92376

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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(b) (6)

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[Ticket: # 808172 - XX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:05:14 PM

**City/State/Zip:** Pompton Plains, New Jersey 07444

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 808174 - XXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 4:05:21 PM

**City/State/Zip:** Cleveland, Ohio 44111

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 808175 - XXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:05:27 PM

**City/State/Zip:** Yuma, Arizona 85367

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808176 - XXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:05:33 PM

**City/State/Zip:** Grants Pass, Oregon 97526

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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**Ticket: # 808177 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 4:05:40 PM

**City/State/Zip:** Lakewood, Ohio 44107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 808203 - XXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:09:39 PM

**City/State/Zip:** Sardis, Mississippi 38666

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808204 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:10:07 PM

**City/State/Zip:** Santa Barbara, California 93101

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808205 - XXXXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:10:39 PM

**City/State/Zip:** Inglewood, California 90302

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808207 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:10:46 PM

**City/State/Zip:** Saint Louis, Missouri 63123

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 808208 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 4:10:50 PM

**City/State/Zip:** Morrisdale, Pennsylvania 16858

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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(b) (6)

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[Ticket: # 808209 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:10:53 PM

**City/State/Zip:** San Diego, California 92102

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808211 - XXX XXXXXXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:11:20 PM

**City/State/Zip:** Tucson, Arizona 85743

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 808212 - XXXXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 4:11:33 PM

**City/State/Zip:** Maugansville, Maryland 21767

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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(b) (6)

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[Ticket: # 808236 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:14:28 PM

**City/State/Zip:** Atherton, California 94027

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 808238 - XXXXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:14:42 PM

**City/State/Zip:** Union Grove, Alabama 35175

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808312 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:23:59 PM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808314 - XXXXXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 4:24:11 PM

**City/State/Zip:** Plainfield, Connecticut 06374

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808452 - XXXXX XXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:02:18 PM

**City/State/Zip:** Three Rivers, Michigan 49093

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808453 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:02:22 PM

**City/State/Zip:** Madison, Wisconsin 53704

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 808468 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:04:41 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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(b) (6)

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[Ticket: # 808469 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:04:43 PM

**City/State/Zip:** Miami, Florida 33162

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808470 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:04:49 PM

**City/State/Zip:** San Jose, California 95123

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808471 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:04:51 PM

**City/State/Zip:** New York, New York 10025

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808472 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:04:57 PM

**City/State/Zip:** Saint Paul, Minnesota 55104

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 837582 - XXXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:26:47 AM

**City/State/Zip:** Dayton, Ohio 45420

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 808499 - XXXXXXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:09:31 PM

**City/State/Zip:** Mesa, Arizona 85202

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 808500 - XXXXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:09:32 PM

**City/State/Zip:** Highlands Ranch, Colorado 80126

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 808501 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 5:09:44 PM

**City/State/Zip:** West Bend, Wisconsin 53095

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 808502 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 5:09:50 PM

**City/State/Zip:** Temecula, California 92592

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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**Ticket: # 808518 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 5:12:40 PM

**City/State/Zip:** West Hollywood, California 90069

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 808542 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 5:17:24 PM

**City/State/Zip:** Eagle River, Wisconsin 54521

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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(b) (6)

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[Ticket: # 808559 - XXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 5:18:57 PM

**City/State/Zip:** Concord, California 94518

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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(b) (6)

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[Ticket: # 837577 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:19:45 AM

**City/State/Zip:** Chesapeake, Virginia 23325

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 837578 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:22:04 AM

**City/State/Zip:** Belgrade, Montana 59714

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837579 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:23:14 AM

**City/State/Zip:** Indianapolis, Indiana 46256

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837580 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:24:25 AM

**City/State/Zip:** Brooklyn, New York 11215

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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**Ticket: # 837581 - XXXX XXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/28/2016 7:25:35 AM

**City/State/Zip:** New Cumberland, Pennsylvania 17070

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 837583 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:29:05 AM

**City/State/Zip:** Enon, Ohio 45323

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837584 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:32:35 AM

**City/State/Zip:** Fairfax, Virginia 22033

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837585 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:34:54 AM

**City/State/Zip:** Aurora, Colorado 80012

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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[Ticket: # 837586 - XXXXXXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:37:13 AM

**City/State/Zip:** Douglas, Arizona 85608

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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**Ticket: # 837587 - XXXXXX XXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/28/2016 7:38:23 AM

**City/State/Zip:** Greenwood, Indiana 46143

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 837940 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 5:54:53 PM

**City/State/Zip:** Lebanon, Oregon 97355

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837956 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:03:06 PM

**City/State/Zip:** Nashville, Tennessee 37214

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837957 - XXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:05:24 PM

**City/State/Zip:** Londonderry, New Hampshire 03053

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837958 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:06:34 PM

**City/State/Zip:** Bowdoin, Maine 04287

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837959 - XXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:07:45 PM

**City/State/Zip:** San Diego, California 92117

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

It's time for the FCC to enforce Net Neutrality rules. Don't let ISPs develop unlawful ways to cripple Internet access in order to extort increased profits at the expense of lawful Web site owners and Internet users. Our democracy is at stake, and our future in a data-driven world will become bleak. We can't allow legitimate users to be crippled in that future as a consequence of extortion by illegitimate greedy ISPs.

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[Ticket: # 837960 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:08:55 PM

**City/State/Zip:** Kinston, North Carolina 28504

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 837961 - XXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:10:07 PM

**City/State/Zip:** Darien, Georgia 31305

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 837975 - XXXXXXXX XXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:18:13 PM

**City/State/Zip:** East Providence, Rhode Island 02914

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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[Ticket: # 837976 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:19:25 PM

**City/State/Zip:** Gardiner, New York 12525

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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**Ticket: # 838024 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/28/2016 6:44:04 PM

**City/State/Zip:** Olympia, Washington 98501

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

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[Ticket: # 838037 - XXXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 6:51:06 PM

**City/State/Zip:** Arkadelphia, Arkansas 71923

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838056 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:00:27 PM

**City/State/Zip:** Saugerties, New York 12477

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838059 - XXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 7:01:38 PM

**City/State/Zip:** Livingston, Montana 59047

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838148 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:03:49 PM

**City/State/Zip:** Lebanon, Oregon 97355

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838149 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:05:00 PM

**City/State/Zip:** North Fork, California 93643

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838150 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:06:11 PM

**City/State/Zip:** Fresno, California 93710

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838152 - XXXXX XXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:07:22 PM

**City/State/Zip:** Van Buren, Arkansas 72956

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838153 - XXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:09:41 PM

**City/State/Zip:** Blacksburg, Virginia 24060

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1002683 - XXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 5/26/2016 7:44:04 AM

**City/State/Zip:** Weston, Florida 33326

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 838155 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:10:52 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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[Ticket: # 838157 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:12:03 PM

**City/State/Zip:** Salida, Colorado 81201

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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[Ticket: # 838172 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:20:18 PM

**City/State/Zip:** Hanover, Pennsylvania 17331

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 838175 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:21:30 PM

**City/State/Zip:** Pflugerville, Texas 78660

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1021446 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 8:54:08 PM

**City/State/Zip:** San Marcos, Texas 78667

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6) [REDACTED]

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[Ticket: # 838192 - XXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:32:03 PM

**City/State/Zip:** Portland, Maine 04103

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 838193 - Zack's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/28/2016 9:34:21 PM

**City/State/Zip:** Austin, Texas 78715

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 838195 - XXXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/28/2016 9:35:31 PM

**City/State/Zip:** Kailua Kona, Hawaii 96745

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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[Ticket: # 838381 - XXXXX XXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:28:28 AM

**City/State/Zip:** Bonner Springs, Kansas 66012

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

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[Ticket: # 838382 - XXXXXXXX XXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:29:39 AM

**City/State/Zip:** Oneonta, New York 13820

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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[Ticket: # 838383 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:30:50 AM

**City/State/Zip:** Coconut Creek, Florida 33073

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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[Ticket: # 838384 - XXXXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:33:08 AM

**City/State/Zip:** Carrboro, North Carolina 27510

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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[Ticket: # 838386 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:34:19 AM

**City/State/Zip:** Barhamsville, Virginia 23011

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838389 - XXXXX XXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:36:37 AM

**City/State/Zip:** Calumet City, Illinois 60409

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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[Ticket: # 838390 - XXXXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:38:55 AM

**City/State/Zip:** Port Townsend, Washington 98368

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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[Ticket: # 1021448 - XXXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 8:56:33 PM

**City/State/Zip:** Iowa City, Iowa 52245

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 838391 - XXXXX XXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/29/2016 2:40:06 AM

**City/State/Zip:** El Cajon, California 92021

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

I work at Best Buy. Verizon's go90 marketing is blatant: it's all over posters, pamphlets, and the reps talk about it.

They don't talk about the fact the included providers that you get unlimited streaming to are owned by Verizon.

It's sneaky to the customer, but a brazen disregard for the laws that you, the government, have set forth for your citizenry. A law without enforcement is just paper, and the FCC needs to do something about this -- or else show the world that while they may talk the "protecting the consumer" talk, they walk the "serving Corporate interests" walk.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

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[Ticket: # 838392 - XXXX XXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:41:17 AM

**City/State/Zip:** Northampton, Massachusetts 01060

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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[Ticket: # 838393 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:44:43 AM

**City/State/Zip:** Rahway, New Jersey 07065

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

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[Ticket: # 838394 - XXXX XXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:47:02 AM

**City/State/Zip:** Denver, Colorado 80203

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

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In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 838395 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 2:48:12 AM

**City/State/Zip:** Saint Paul, Minnesota 55107

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1021449 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 8:56:40 PM

**City/State/Zip:** Winnetka, California 91306

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021466 - XXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 9:03:49 PM

**City/State/Zip:** Perryville, Maryland 21903

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 838406 - XXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:06:47 AM

**City/State/Zip:** Mint Hill, North Carolina 28227

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

We need open internet for a free and honest America. Otherwise a hand full of giant corporations will dictate what we know and learn.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1021298 - XXXXXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:38:14 PM

**City/State/Zip:** Neenah, Wisconsin 54956

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 838409 - XXXXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:07:58 AM

**City/State/Zip:** Camp Hill, Pennsylvania 17011

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 838423 - XXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:30:08 AM

**City/State/Zip:** Saint Louis, Missouri 63146

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 838437 - XXXX XXXXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:43:02 AM

**City/State/Zip:** Boulder, Colorado 80304

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 838438 - XXXXX XXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:44:13 AM

**City/State/Zip:** Vero Beach, Florida 32960

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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[Ticket: # 838439 - XXXXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/29/2016 3:45:25 AM

**City/State/Zip:** Delray Beach, Florida 33484

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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**Ticket: # 1021299 - XXXX XXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:39:16 PM

**City/State/Zip:** Mcallen, Texas 78501

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

Alex Britton

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[Ticket: # 1021308 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 7:44:48 PM

**City/State/Zip:** Phoenix, Arizona 85032

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021524 - XXXXXXX XXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 9:43:01 PM

**City/State/Zip:** Bronx, New York 10462

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021317 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:46:59 PM

**City/State/Zip:** Johnson City, New York 13790

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021319 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:48:37 PM

**City/State/Zip:** Westford, Massachusetts 01886

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021320 - XXXXXXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:49:01 PM

**City/State/Zip:** Westford, Massachusetts 01886

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021321 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:49:19 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19147

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807419 - XXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:43 PM

**City/State/Zip:** Maple Valley, Washington 98038

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 807420 - XXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:54:48 PM

**City/State/Zip:** Long Beach, California 90804

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807421 - XXXXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:50 PM

**City/State/Zip:** Saint Louis, Missouri 63114

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021334 - XXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 7:54:59 PM

**City/State/Zip:** Austin, Texas 78729

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807422 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:54:55 PM

**City/State/Zip:** Mankato, Minnesota 56001

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021373 - XXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 8:10:31 PM

**City/State/Zip:** Houston, Texas 77055

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 807423 - XXXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:54:57 PM

**City/State/Zip:** Fort Lauderdale, Florida 33301

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 807424 - XXXXX XXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:54:59 PM

**City/State/Zip:** Eugene, Oregon 97401

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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[Ticket: # 807425 - XXX XXXXXX 's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:01 PM

**City/State/Zip:** Danville, California 94526

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021374 - XXXXXX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 8:10:38 PM

**City/State/Zip:** Belleville, Michigan 48111

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021375 - XXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 8:11:09 PM

**City/State/Zip:** Houston, Texas 77055

**Company Complaining About:** AT&T

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021376 - XXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 8:11:26 PM

**City/State/Zip:** Macon, Georgia 31211

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 807426 - XXXX XXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior**

**Date:** 2/12/2016 1:55:05 PM

**City/State/Zip:** Yakima, Washington 98908

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## **Description**

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

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(b) (6)

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**Ticket: # 1021379 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 8:13:17 PM

**City/State/Zip:** Hendersonville, North Carolina 28739

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

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(b) (6)

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[Ticket: # 807429 - XXXXX XXXXXXXXXXXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:15 PM

**City/State/Zip:** Arkadelphia, Arkansas 71923

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

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Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 807431 - XXXXX XXXXXX's complaint re: Comcast, Verizon, AT&T and T-Mobile behavior](#)

**Date:** 2/12/2016 1:55:22 PM

**City/State/Zip:** Brighton, Massachusetts 02135

**Company Complaining About:** Comcast, Verizon, At&t And T-mobile

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## Description

Last year your agency protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating new schemes that are just as harmful to the open Internet and its users.

The Open Internet rules say that ISPs can't pick winners and losers online by slowing down some apps while speeding up others, so Comcast found another way to pick winners and losers. Comcast exempts its own video app from customers' data caps, while counting all competing services toward those caps – a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

The rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T and Verizon created a new toll: they're charging websites and apps to be exempted from customers' data caps. The lower the caps, the more pressure on websites to pay up. These plans distort user choice, pushing people toward sites with deep pockets and away from those who can't afford the toll.

Finally, the rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if they meet its substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others. Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer.

In every case, sites that have not made special relationships with the ISP now face new barriers to reaching Internet users. These practices distort competition, stifle innovation, limit user choice, and drive up prices.

In many cases, there's no legitimate reason for data caps to exist at all. Comcast is limiting Internet use with data caps, but allowing its own video app a free pass. But the company has admitted that its caps have nothing to do with managing congestion. They simply discourage broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch online.

Altogether, these practices prove what we've always known: these companies hate the FCC's Net Neutrality rules and are doing everything they can to get around them. In the long run, everyone on

the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses. Meanwhile, Congress should encourage the FCC to do its job.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021434 - XX XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 8:45:39 PM

**City/State/Zip:** Ottawa, Kansas 66067

**Company Complaining About:** T Mobile

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021435 - XXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 8:46:08 PM

**City/State/Zip:** Houston, Texas 77019

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021538 - XXXXXX XXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 9:54:29 PM

**City/State/Zip:** Addison, Illinois 60101

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021539 - XXXXXXXX XXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 9:55:05 PM

**City/State/Zip:** Minneapolis, Minnesota 55422

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021572 - X XXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 10:16:14 PM

**City/State/Zip:** Minneapolis, Minnesota 55417

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021593 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 10:32:46 PM

**City/State/Zip:** Bethesda, Maryland 20817

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021594 - XXXXX XXXXXXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 10:33:09 PM

**City/State/Zip:** Riverdale, Maryland 20737

**Company Complaining About:** Verizon

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021603 - XXXXXXXX XXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 10:38:55 PM

**City/State/Zip:** San Benito, Texas 78586

**Company Complaining About:** AT&T

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

AT&T is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so AT&T created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in AT&T's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for AT&T to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay AT&T to be zero-rated (who then must pass that cost onto me).

As an AT&T customer, I don't want AT&T to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate AT&T for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: AT&T hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by AT&T. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021616 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 10:45:53 PM

**City/State/Zip:** Minneapolis, Minnesota 55401

**Company Complaining About:** Verizon

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Verizon is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules say that ISPs can't charge websites and apps to be in the fast lane, so Verizon created another toll: they're charging websites and apps to be exempted from customers' data caps. Data shows that users find zero-rated content more attractive than content that counts against their caps. Thus, if web companies want to compete with those who pay, they'll need to enroll - for a fee - in Verizon's sponsored data program. This creates a new toll for data traveling on the Internet and racks up charges for websites, applications, and content providers. Startups, small companies, and non-commercial speakers may face huge barriers if they can't afford to pay new tolls and no longer have their fair shot at reaching people online. That's not the kind of Internet I want to have.

These programs also create perverse incentives for Verizon to keep data caps low: The lower the caps, the more pressure on websites to pay up. Thus, these programs ultimately hurt Internet users like me who have less data to use on the apps they really want to use.

Finally, these plans distort my ability to use the applications of my choice by pushing me and other Internet users toward sites with deep pockets and away from those who can't afford the toll or don't want to pay it. They effectively punish me for using sites that don't pay the toll and unfairly raise the costs of the services that pay Verizon to be zero-rated (who then must pass that cost onto me).

As an Verizon customer, I don't want Verizon to turn the Internet into a place where those without a lot of money can no longer compete on an equal footing. That would hurt our economy and our democracy. I request that the FCC investigate Verizon for using this zero rating scheme to skirt the Open Internet rules.

Altogether, these practices prove what we've always known: Verizon hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Verizon. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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[Ticket: # 1021628 - XX XXXXXXXXXX's complaint re: ISP Zero Rating](#)

**Date:** 6/6/2016 10:48:31 PM

**City/State/Zip:** Saint Charles, Illinois 60174

**Company Complaining About:** T Mobile

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## Description

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

T-Mobile is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The FCC rules say that ISPs can't be gatekeepers online. T-Mobile exempts the content of select video providers from customers' data caps as part of its Binge On program, but only if those video providers meet T-Mobile's substantial technical requirements. This makes it difficult for many start-ups, small players, and non-commercial speakers to join. These exemptions are available for video only, so T-Mobile is favoring some kinds of uses over others.

Not only that, T-Mobile is downgrading all video across its network just to pull off the plan, breaking video on the sites of many independent creators and small services by forcing viewers to sit through the infamous "spinning wheel of death" as videos load or buffer. After coming under fire for this controversy, T-Mobile gave video sites a way to opt out, but they still have to meet specific technical requirements to do that.

These requirements are a ridiculous and unsustainable burden for small sites, and the idea of requiring special deals to access customers flies in the face of the FCC's net neutrality rules. Imagine an Internet where small websites had to enter into technical conversations with every single cellphone company in the world, just to make sure their videos were not interfered with!

Altogether, these practices prove what we've always known: T-Mobile hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by T-Mobile. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

(b) (6)

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**Ticket: # 1021695 - XXXXX XXXXX's complaint re: ISP Zero Rating**

**Date:** 6/6/2016 11:41:35 PM

**City/State/Zip:** Concord, New Hampshire 03301

**Company Complaining About:** Comcast

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## **Description**

Last year the FCC protected the open Internet by passing strong Net Neutrality rules in response to the millions of people who spoke out. But now the same cable and phone companies that fought so hard to destroy Net Neutrality are creating harmful new schemes that pose a serious threat to the open Internet.

Comcast is breaking the rules, and the FCC should put a stop to it. Furthermore, this decision should not be made behind closed doors. The FCC should have an open, public process to decide where and how to enforce these rules.

The Open Internet rules prevent ISPs from picking winners and losers online by slowing down some websites and applications while speeding up others. But now Comcast has found another way to pick winners and losers: it applies arbitrary data caps, but exempts its own video content while counting all competing video services toward those caps. This is a textbook case of an ISP abusing its power for its own competitive advantage. In addition, Comcast's caps favor its own traditional cable service by discouraging customers from cutting the cord.

I don't want Comcast messing with my choice of video services by privileging its own content and punishing the rest. That hurts me, and it hurts the online video services I might use if they compete with Comcast by offering better price, quality and selection.

There's no legitimate reason for data caps to exist at all. Comcast has admitted that its caps have nothing to do with managing congestion. Moreover, Comcast is limiting Internet use with data caps while charging a monthly fee for customers to get out from under those caps. This discourages broadband Internet use overall, and especially "cord-cutting" by users who'd rather give up their expensive cable TV packages and watch TV online.

As a Comcast customer, I should be able to choose freely whether I want to subscribe to Comcast's traditional cable service or whether I want to watch video online instead— just as I should be able to choose which online video I want to watch. Comcast is interfering with these choices.

Altogether, these practices prove what we've always known: Comcast hates the FCC's Net Neutrality rules and is doing everything it can to get around them. In the long run, everyone on the Internet loses -- except carriers in the middle that get to impose data caps, charge tolls, and act as gatekeepers.

These plans need to be investigated and stopped. It's the FCC's job to protect consumers from these kinds of abuses by Comcast. Meanwhile, Congress should encourage the FCC to do its job and make these companies follow the rules, not interfere with the FCC's power to regulate.

Note: for privacy reasons, rather than providing my personal phone number, I'm providing the number of an advocacy group. If you'd like to contact me about my complaint, please do so via email.

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